

# *PortfolioCare*<sup>®</sup> Investment Service



Product disclosure statement

**Issued 30 September 2022**

You should also read *PortfolioCare* Investment Service Investment options document

<sup>®</sup> Registered trademark of Hillross Financial Services Limited ABN 77 003 323 055

# PortfolioCare® Investment Service

## Supplementary product disclosure statement

11 October 2024

This is a supplementary product disclosure statement (SPDS) to the **PortfolioCare Investment Service product disclosure statement (PDS)**, issued 30 September 2022. This SPDS should be read in conjunction with the above mentioned PDS.

The purpose of this document is to update you on the closure of *PortfolioCare Investment Service*. Changes in this SPDS is effective 11 October 2024.

### Closure of *PortfolioCare Investment Service*

*PortfolioCare Investment Service* will close to new investors effective **11 October 2024**. No applications for new investors or new accounts will be accepted from this date. Existing investors can continue to invest in *PortfolioCare Investment Service*.

Closed to new investors

**Issue date:** 11 October 2024

® Registered trademark of Hillross Financial Services Limited ABN 77 003 323 055, part of the AMP Group.

The issuer of this SPDS and the responsible entity of *PortfolioCare Investment Service* is NMMT Limited ABN 42 058 835 573, AFS Licence No. 234653.

## What you need to know

Information current as at 11 October 2024. The information in this document is of a general nature only and does not take into account any of your personal objectives, financial situation or needs. Before acting on the information in this document, you should read and consider the appropriateness of this information having regard to your objectives, financial situation and needs. A PDS and a relevant TMD is available at [amp.com.au/portfoliocare](http://amp.com.au/portfoliocare) or by contacting the Customer Relations team at [portfoliocare.client.services@asgard.com.au](mailto:portfoliocare.client.services@asgard.com.au) or on 1800 646 234. You should read and consider this document together with the TMD before making any decision about whether to acquire or continue to hold your account.

*PortfolioCare* Investment Service is issued by NMMT Limited (NMMT) Australian Business Number 42 058 835 573, Australian Financial Services licence number (AFS License No.) 234653, a member of the AMP group of companies (AMP Group). NMMT is the responsible entity for *PortfolioCare* Investment Service.

*PortfolioCare* Investment Service and the investment options offered through *PortfolioCare* Investment Service are subject to investment risks, including possible delays in repayment and loss of income and capital invested. Neither NMMT nor any other member within the AMP Group, nor any of the investment managers or fund managers of the investment options, stands behind or guarantees the repayment of capital, the payment of income or the performance of *PortfolioCare* Investment Service or the investment options or any particular rate of return. The investment options are subject to risk, which could include delays in repayment and loss of income and capital invested. The repayment of capital is not guaranteed unless expressly stated. Except as expressly disclosed in the PDS, the *PortfolioCare* Investment Service investment options document, or the disclosure document for an investment option, an investment acquired using *PortfolioCare* Investment Service is not a deposit with, or other liability of, AMP Bank Limited (ABN 15 081 596 009, AFSL 234517) (AMP Bank), or any other member of the AMP Group or any of the investment managers or fund managers. NMMT is not a bank and AMP Bank does not guarantee or otherwise provide assurance in respect of the obligations of NMMT.

## Contact us

**phone** 1800 646 234

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PO Box 7229  
PERTH CLOISTERS SQUARE WA 6000

# PortfolioCare® Investment Service

## Supplementary product disclosure statement

6 May 2024

This is a supplementary product disclosure statement (SPDS) to the *PortfolioCare* Investment Service product disclosure statement (PDS), issued 30 September 2022. The SPDS supplements, amends, replaces or deletes some sections of the PDS. A person should read the SPDS, together with the PDS and relevant target market determination (TMD), and consider whether this product is appropriate for them before making a decision to invest in *PortfolioCare* Investment Service.

Changes in this supplementary product disclosure statement (SPDS) are effective 6 May 2024. The purpose of this document is to update you on changes to the following sections:

- the underlying fees and costs of investment options, and
- if you no longer have a financial adviser.

**PDS page reference:** 6

**PDS Title reference:** At a glance

**Instructions:** Replace the **underlying fees and costs of investment options** row of the **fees and other costs** table with the following:

### **Underlying fees and costs of investment options**

These fees and costs apply to the investment options selected by you and your financial adviser. For detailed information about the underlying fees and costs associated with any particular investment option you should refer to the underlying investment option's PDS.

**PDS page reference:** 9

**PDS Title reference:** Welcome to *PortfolioCare* Investment Service

**Instructions:** Replace the **if you no longer have a financial adviser** section with the following:

### **If you no longer have a financial adviser**

If you no longer have an adviser to assist you in managing your account, you may be adversely impacted. Please read the below information for further details.

You must inform us if you are no longer retaining the services of a financial adviser to assist you in managing your account. Your adviser may also inform us that they are no longer providing services to you. If this occurs:

- you may remain invested in *PortfolioCare* Investment Service and you may continue to provide us with instructions relating to your account and the investments held for you
- you will be treated in accordance with the NMMT Limited Non-advised clients policy, which is available at no additional cost to you, from [amp.com.au/corporatepolicies](https://amp.com.au/corporatepolicies), and
- we will remove your financial adviser's access to your account.

**Issue date:** 6 May 2024

® Registered trademark of Hillross Financial Services Limited ABN 77 003 323 055, part of the AMP Group.

The issuer of this SPDS and the responsible entity of *PortfolioCare* Investment Service is NMMT Limited ABN 42 058 835 573, AFS Licence No. 234653.

If you no longer have an adviser, you will be responsible in the managing of your account however some product features and functionality may not be available, and you may be adversely impacted.

The account limitations that apply are described below and some features of your account may change. For example, you will be:

- able to provide investment instructions relating to managed investments, and term deposits, provided you complete and lodge a form with us. The form is available through Customer Relations or by visiting **investoronline.info**.
- unable to access some investments restricted to investors who have an adviser or who have received personal advice and therefore may not be available for new or additional investment. However, you will be able to retain any existing investments you already hold.
- required to complete and lodge a form with us to access certain account features that your financial adviser would otherwise manage for you. These forms are available through Customer Relations or by visiting **investoronline.info**.
- unable to access certain account features, including automatically rebalance your account.
- unable to utilise the 'tax management' feature described in the **tax features** section in this document. This will impact your ability to manage your capital gains tax position with respect to selling managed investments and listed securities held through your account.

We strongly encourage you to have a financial adviser attached to your account at all times, to ensure that your financial strategy is being maintained and that you have access to all the features and functionalities offered through *PortfolioCare* Investment Service.

#### How we contact you

To ensure you're kept up to date with important information and alerts about your account it's important that you provide an email address and notify us if it changes. Changes to your email address can be made by logging into **investoronline.info**.

**PDS page reference:** 23 - 24

**PDS Title reference:** Fees and other costs

**Instructions:** Replace the **underlying fees and costs for investment options** section within the **other fees and costs** with the following:

#### Underlying fees and costs for investment options

The fees and costs of any investment options selected by you and your financial adviser are in addition to the fees we charge for accessing these investment options.

For more detailed information about fees and costs of a particular investment option, refer to the underlying investment option's PDS. Visit **investoronline.info** or call the Customer Relations team on 1800 646 234 or your financial adviser to obtain up-to-date copies of the relevant PDS free of charge.

## What you need to know

Information current as at 6 May 2024. The information in this document is of a general nature only and does not take into account any of your personal objectives, financial situation or needs. Before acting on the information in this document, you should read and consider the appropriateness of this information having regard to your objectives, financial situation and needs. A Product Disclosure Statement (PDS) and a relevant target market determination (TMD) is available at [amp.com.au/portfoliocare](http://amp.com.au/portfoliocare) or by contacting the Customer Relations team at [portfoliocare.client.services@asgard.com.au](mailto:portfoliocare.client.services@asgard.com.au) or on 1800 646 234. You should read and consider this document together with the TMD before making any decision about whether to acquire or continue to hold your account.

*PortfolioCare* Investment Service is issued by NMMT Limited (NMMT) Australian Business Number 42 058 835 573, Australian Financial Services licence number (AFS License No.) 234653, a member of the AMP group of companies (AMP Group). NMMT is the responsible entity for *PortfolioCare* Investment Service.

*PortfolioCare* Investment Service and the investment options offered through *PortfolioCare* Investment Service are subject to investment risks, including possible delays in repayment and loss of income and capital invested. Neither NMMT nor any other member within the AMP Group, nor any of the investment managers or fund managers of the investment options, stands behind or guarantees the repayment of capital, the payment of income or the performance of *PortfolioCare* Investment Service or the investment options or any particular rate of return. The investment options are subject to risk, which could include delays in repayment and loss of income and capital invested. The repayment of capital is not guaranteed unless expressly stated. Except as expressly disclosed in the PDS, the *PortfolioCare* Investment Service investment options document, or the disclosure document for an investment option, an investment acquired using *PortfolioCare* Investment Service is not a deposit with, or other liability of, AMP Bank Limited (ABN 15 081 596 009, AFSL 234517) (AMP Bank), or any other member of the AMP Group or any of the investment managers or fund managers. NMMT is not a bank and AMP Bank does not guarantee or otherwise provide assurance in respect of the obligations of NMMT.

Closed to new investors

## Contact us

**phone** 1800 646 234  
**web** [amp.com.au/portfoliocare](http://amp.com.au/portfoliocare)  
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**mail** *PortfolioCare*  
Customer Relations team  
PO Box 7229  
PERTH CLOISTERS SQUARE WA 6000

# PortfolioCare® Investment Service

## Supplementary product disclosure statement

19 December 2023

This is a supplementary product disclosure statement (SPDS) to the *PortfolioCare* Investment Service product disclosure statement (PDS), issued 30 September 2022. The SPDS supplements, amends, replaces or deletes some sections of the PDS. A person should read the SPDS, together with the PDS and relevant target market determination (TMD), and consider whether this product is appropriate for them before making a decision to invest in *PortfolioCare* Investment Service.

### Investment Profile Holding Account

From 11 December 2023, your investment profile may include an allocation to the Investment Profile Holding Account, which forms part of your Cash Account. The Investment Profile Holding Account is a separate part of the Cash Account in which investments can be made as part of investment profile allocations.

All references in the PDS to “cash balance” are to be considered references to the Cash Account balance. Unless we specify otherwise in the PDS or SPDS, any references to the “Cash Account” or “Cash Account balance” are exclusive of the Investment Profile Holding Account component.

**PDS page reference:** 5

**PDS Title reference:** Throughout this document

**Instructions:** In the table **Throughout this PDS** insert a row referencing **Cash account**.

References to:	To be read as
Cash Account	Your Cash Account is not a separate bank account and is part of your PortfolioCare Investment Service account. All deposits into your account are automatically credited to your Cash Account. All investment purchases fees, costs, or withdrawals are funded from your Cash Account.

**PDS page reference:** 11

**PDS Title reference:** Getting started

**Instructions:** In the **Choosing your options** section replace the first paragraph with the following:

You start by setting up a personalised investment profile with the help of your financial adviser. Your investment profile lists your chosen managed funds (plus the Investment Profile Holding Account if relevant) and the proportion of your capital you'd like to invest in each. Then, when you're ready to invest, we'll allocate your money according to your profile. We also follow your profile if you choose to rebalance your account, helping to keep your asset allocation on track.

**Issue date:** 19 December 2023

® Registered trademark of Hillross Financial Services Limited ABN 77 003 323 055, part of the AMP Group.

The issuer of this SPDS and the responsible entity of *PortfolioCare* Investment Service is NMMT Limited ABN 42 058 835 573, AFS Licence No. 234653.

The information provided in this PDS update is general information only and does not take into account your individual objectives, financial situation or needs.

Before acting on the information, you should consider the appropriateness of this information having regard to your individual objectives, financial situation and needs and consult a financial adviser.

**PDS page reference:** 13

**PDS Title reference:** Managing your investments

**Instructions:** Insert the below at the end of the **Maintaining a minimum cash balance** section:

### **Your Investment Profile Holding Account**

The Investment Profile Holding Account, which is a separate part of your Cash Account, can be included in your investment profile, meaning that when assets in your account are rebalanced or invested in accordance with your investment profile, an allocation will be made to the Investment Profile Holding Account. The Investment Profile Holding Account is a component of your Cash Account, and is not intended to be a separate accessible investment option.

The balance held in the Investment Profile Holding Account will be pooled and held in a bank account with Westpac by the Administrator for those members in relation to whom an allocation to the Investment Profile Holding Account forms part of their investment profile. As the Investment Profile Holding Account forms part of your investment profile allocations in these circumstances, the balance of the Investment Profile Holding Account will be managed separately to the rest of your Cash Account balance. Any amount held in your Investment Profile Holding Account will not count towards the minimum Cash Account balance applicable to your account.

The interest rate payable on the Investment Profile Holding Account may vary from the interest rate payable on your Cash Account balance. For the latest interest rate payable on the balance held in the Investment Profile Holding Account, go to Investor *Online* or contact our Customer Relations team on 1800 646 234.

### **When a managed investment in your investment profile is removed from the list of available investment options**

The allocations to assets forming part of your investment profile must always add up to 100%. If a managed investment held within your investment profile is removed from the list of available investment options, you can instruct us to modify your investment profile by substituting the allocation to that managed investment that has been removed from the list of available investment options:

- with one or more other managed investments currently in your investment profile and/or
- with one or more managed investment(s) that are not currently in your investment profile, but which are on the list of available investment options.

If you do not instruct us to modify your investment profile to replace the allocation to the managed investment that has been removed from the list of available investment options, the percentage allocation to that managed investment will be replaced with an allocation to the Investment Profile Holding Account, and the assets that are subject to your investment profile will be rebalanced in accordance with your previously instructed allocations together with the allocation to the Investment Profile Holding Account. You may instruct us to change your investment profile at any time (including to remove an allocation that has been made to the Investment Profile Holding Account).

Further to replacing the allocation to the Investment Profile Holding Account, any balance held in the managed investment being removed will be withdrawn and the proceeds will be deposited into your Cash Account balance. In some circumstances, when a managed investment is closed to applications and/or withdrawals you may be able to retain your current balance held at that time in your account outside of your investment profile.

### **Example**

Jenny has an investment profile with three managed investments making up 100% of the investment profile allocations, including a 20% allocation to Managed Investment A.

- we are notified that further investments in Managed Investment A are being suspended, and therefore Managed Investment A is removed from the list of available investment options, and
- Jenny does not provide us with instructions to modify her investment profile by replacing the allocation to Managed Investment A with an allocation to another managed investment before the time Managed Investment A is suspended and removed from the list of available investment options.

We will continue to rebalance Jenny's relevant assets according to her investment profile, however the 20% previously allocated to Managed Investment A will be replaced with an allocation to the Investment Profile Holding Account that forms part of Jenny's Cash Account. The funds held in Managed Investment A will be retained and held outside Jenny's chosen investment profile.



Managed investment	% allocated to each managed investment (before)	% allocated to each managed investment (after)
A	20%	-
B	40%	40%
C	40%	40%
Investment Profile Holding Account (part of the Cash Account)	-	20%
Total	100%	100%

You can change your investment profile at any time by completing the Investment Switch form located in the Investment options document (managed investments only) and returning this to us or your financial adviser can do this for you on AdviserNET.

If you have automated features set up on your account, such as Priority Sell Method or auto-rebalancing, that include instructions relating to a managed investment(s) that has been removed from the list of available investment options, these automated features will not be executed in respect of the particular investment(s).

**PDS page reference:** 20

**PDS Title reference:** Fees and costs summary

**Instructions:** Under the 'How and when paid' column replace the fourth paragraph for Management fees and costs with the following:

We will rebate the portion of the administration fee that relates to the amount held in the Cash Account, excluding the Investment Profile Holding account, (Fee Rebate) each month. You will receive the Fee Rebate if you have an open account at the time the Fee Rebate is processed by us. The Fee rebate will be paid to you every month after the administration fee is deducted.

**PDS page reference:** 21

**PDS Title reference:** Fees and other costs

**Instructions:** Replace the **Example of annual fees and costs for a balanced investment option** section with the following:

#### Example of annual fees and costs for a balanced investment option

This table gives an example of how the fees and costs in the Vanguard Balanced Index Fund investment option for *PortfolioCare* Investment Service can affect your investment over a one-year period. You should use this table to compare this product with other investor directed portfolio services/similar managed investment schemes.

Example — Vanguard Balanced Index Fund investment option		Balance of \$50,000 with a contribution of \$5,000 during the year
Contribution fees	Nil	For every additional \$5,000 you put in, you will be charged <b>\$0.00</b> .
<b>Plus</b> Management fees and costs <sup>(i)</sup>	0.9580%	<b>And</b> , for every \$50,000 you have in the Vanguard Balanced Index Fund investment option, you will be charged or have deducted from your investment <b>\$479.00</b> each year.
<b>Plus</b> Performance fees	Nil	<b>And</b> , you will be charged or have deducted from your investment <b>\$0.00</b> in performance fees each year.
<b>Plus</b> Transaction costs	Nil	<b>And</b> , you will be charged or have deducted from your investment <b>\$0.00</b> in transaction costs.
<b>Equals</b> Cost of Vanguard Balanced Index Fund investment option		If you had an investment of \$50,000 at the beginning of the year and you put in an additional \$5,000 during that year, you would be charged fees and costs of: <b>\$479.00<sup>(ii)</sup></b> <b>What it costs you will depend on the investment option you choose and the fees you negotiate.</b>

- (i) Management fees and costs comprise of the administration fee as outlined in the **fees and costs summary** table. As your investment balance increases, the total administration fee you pay as a percentage of your investment balance will decrease due to the tiered administration fee structure. This amount does not include the administration fee on the contribution of \$5,000.  
This example assumes you hold a minimum cash balance of at least \$500 for the entire year. We will rebate the portion of the administration fee that relates to the amount held in the Cash Account (Fee Rebate) each month. As set out in the Fees and costs summary table, you will receive the Fee Rebate if you have an open account at the time the Fee Rebate is processed by us. The Fee rebate will be paid to you at the beginning of every month after the administration fee is deducted.
- (ii) Additional fees and costs may apply, including adviser fees as agreed with your financial adviser and underlying fees and costs for investment options. Refer to **example 1 – managed fund** within the **additional examples of total fees and costs** section for further details. Establishment fee - \$0. You will not be charged exit fees if you make a withdrawal.
- Note:** The fees and costs we charge relate to *PortfolioCare* Investment Service and access to the underlying investment options only. They do not include the fees and costs that relate to investing in those underlying investment options. Additional fees and costs will be charged by the issuers of the underlying investments that you choose to invest in through *PortfolioCare* Investment Service. Refer to the PDSs or other disclosure documents of those underlying investment options for further information.

**PDS page reference:** 21

**PDS Title reference:** Additional examples of total annual fees and costs

**Instructions:** Replace the **Example 1 – managed fund** section with the following:

#### Example 1 - Managed fund

Example — Vanguard Balanced Index Fund investment option		Balance of \$50,000 with a contribution of \$5,000 during the year
Contribution fee	Nil	For every additional \$5,000 you put in, you will be charged <b>\$0.00</b> .
<b>Plus</b> Management fees and costs <sup>(i)</sup>	1.2480%	<b>And</b> , for every \$50,000 you have in the Vanguard Balanced Index Fund investment option, you will be charged or have deducted from your investment <b>\$624.00</b> each year.
<b>Plus</b> Performance fees	Nil	<b>And</b> , you will be charged or have deducted from your investment <b>\$0.00</b> in performance fees each year.
<b>Plus</b> Transaction costs	Nil	<b>And</b> , you will be charged or have deducted from your investment <b>\$0.00</b> in transaction costs.
<b>Equals</b> Cost of Vanguard Balanced Index Fund investment option		If you had an investment of \$50,000 at the beginning of the year and you put in an additional \$5,000 during that year, you would be charged fees and costs of: <b>\$624.00<sup>(ii)</sup></b> <b>What it costs you will depend on the investment option you choose and the fees you negotiate.</b>

- (i) This amount comprises estimates of underlying management fees and costs for the Vanguard Balanced Index Fund investment option disclosed in the most recent Vanguard Balanced Index Fund product disclosure statement at the time of writing. As your investment balance increases, the total administration fee you pay as a percentage of your investment balance will decrease due to the tiered administration fee structure. This amount does not include the administration fee and the underlying management fees and costs on the contribution of \$5,000 during the year which would equal an additional \$14.50 if invested at the beginning of the year. The dollar amount of management fees and costs in the example is calculated as the sum of:
- the Management fees and costs for *PortfolioCare* Investment Service of 0.9580% multiplied by the investment balance of \$50,000; PLUS
  - the Management fees and costs for Vanguard Balanced Index Fund of 0.29% multiplied by the investment balance of \$50,000.
- This example assumes you hold a minimum cash balance of \$500 for the entire year. We will rebate the portion of the administration fee that relates to the amount held in the Cash Account (Fee Rebate) each month. As set out in the **Fees and costs summary** table, you will receive the Fee Rebate if you have an open account at the time the Fee Rebate is processed by us. The Fee rebate will be paid to you at the beginning of every month after the administration fee is deducted.
- (ii) Additional fees and costs may apply, including adviser fees as agreed with your financial adviser. **And**, a buy cost of 0.10% applies whenever you invest in the Vanguard Balanced Index Fund investment option (this will equal \$5 for every \$5,000 you invest). **And**, a sell cost of 0.10% applies whenever you withdraw from the Vanguard Balanced Index Fund investment option (this will equal \$5 for every \$5,000 you withdraw).

## What you need to know

Information current as at 19 December 2023. The information in this document is of a general nature only and does not take into account any of your personal objectives, financial situation or needs. Before acting on the information in this document, you should read and consider the appropriateness of this information having regard to your objectives, financial situation and needs. A Product Disclosure Statement (PDS) and a relevant target market determination (TMD) is available at [amp.com.au/portfoliocare](http://amp.com.au/portfoliocare) or by contacting the Customer Relations team at [portfoliocare.client.services@asgard.com.au](mailto:portfoliocare.client.services@asgard.com.au) or on 1800 646 234. You should read and consider this document together with the TMD before making any decision about whether to acquire or continue to hold your account.

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## Contact us

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**web** [amp.com.au/portfoliocare](http://amp.com.au/portfoliocare)  
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**mail** *PortfolioCare*  
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PO Box 7229  
PERTH CLOISTERS SQUARE WA 6000

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Closed to new investors

## Important information

An investment in the investment options offered through *PortfolioCare* Investment Service is subject to investment risk, including possible delays in the payment of withdrawals in some circumstances and loss of income and capital invested. Neither NMMT, any other member of the AMP group, Asgard, nor the investment managers, fund managers or any member of the Westpac group, guarantees the repayment of capital, payment of income or the performance of the investment options.

Apart from any interest investors may have in underlying bank accounts held at St George and/or Westpac through their cash balance, in other Westpac deposit products, or in Westpac securities acquired using *PortfolioCare* Investment Service, an investment in or acquired using *PortfolioCare* Investment Service is not an investment in, deposit with or any other liability of Westpac or any other company in the Westpac Group or of NMMT, AMP Bank Limited ABN 15 081 596 009, Australian Financial Services Licence (AFSL) No. 234517 (AMP Bank), any other member of the AMP group or any of the investment managers. NMMT is not a bank. Neither AMP Bank nor Westpac stands behind the Operator and Service Provider.

The provision of the investments available through the *PortfolioCare* Investment Service or any other investment information, examples or statements in this Product disclosure statement (PDS) should not be taken as the giving of financial product advice by us. The information provided in this PDS is general information only. It does not take into account your investment objectives, financial position or needs. Before acting on the information, you should consider the appropriateness of the information having regard to your personal circumstances, financial situation or needs.

The *PortfolioCare* Investment Service PDS contains general information about *PortfolioCare* Investment Service. You will also find information on the managed investments available through *PortfolioCare* Investment Service in the Investment Options document, which is not part of the PDS.

Before you make a decision to invest in *PortfolioCare* Investment Service, including the investment options offered through *PortfolioCare* Investment Service, you should read the *PortfolioCare* Investment Service PDS, *PortfolioCare* Investment Service Investment options document, and the relevant disclosure documents for your chosen investments (where applicable). You can obtain up-to-date versions of these disclosure documents at no extra cost on request by contacting your financial adviser.

Administrator and custodian	Asgard Capital Management Limited, ABN 92 009 279 592, AFSL No. 240695 (Asgard). Asgard is a subsidiary of Westpac Banking Corporation, ABN 33 007 457 141, AFSL No. 233714.
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Related parties	These related parties are responsible entities of one or more managed investment schemes that are available through <i>PortfolioCare</i> Investment Service (ARSN 089 056 879):
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- National Mutual Funds Management Ltd ABN 32 006 787 720 AFSL No. 234652 (NMF)
  - ipac Asset Management Limited ABN 22 003 257 225 AFSL No. 234655 (ipac)
- NMF and ipac are also subsidiaries of AMP.

Distributor	The main distributor of <i>PortfolioCare</i> is Hillross Financial Services Limited ABN 77 003 323 055 AFSL No. 232705 (Hillross). Hillross is a subsidiary of AMP.
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Responsible Entity	NMMT Limited, Australian Business Number (ABN) 42 058 835 573 Australian Financial Services (AFS) Licence No. 234653 (NMMT), a subsidiary of AMP Limited ABN 49 079 354 519 (AMP). The registered office of NMMT is Level 29, 50 Bridge St, SYDNEY NSW 2000.
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NMMT has a comprehensive strategy for monitoring and selecting underlying investment options. This strategy includes oversight by an investment committee made up of senior executives. NMMT is not responsible for the performance of underlying investment options.

This offer is only available to persons receiving the PDS within Australia. We cannot accept cash or applications signed and mailed from outside Australia. Monies must always be paid in Australian dollars.

## Throughout this document

References to:	To be read as:
Investor or you	A client of <i>PortfolioCare</i> Investment Service, including any person you authorise to act on your behalf.
Account	A <i>PortfolioCare</i> Investment Service account.
Account balance	The value of the underlying investments (including cash) held by the Responsible Entity on behalf of the investor
Financial adviser	A financial adviser holding an AFS Licence or acting as an authorised representative of a licensee.
AMP group	AMP and its subsidiary companies, including NMMT
Our, we or us	NMMT as the Responsible Entity or Asgard as the administrator and custodian acting solely in its capacity as agent of the Responsible Entity, as the context requires.
Investment options document	<i>PortfolioCare</i> Investment Service investment options document, which lists the investment options available through <i>PortfolioCare</i> Investment Service.
Business day	A day other than a Saturday, Sunday or Western Australia public holiday.
Westpac Group	Westpac and any of its divisions or related bodies corporate.

*i* Simply look for this symbol for online information.

## Read all relevant documents

Visit [amp.com.au/portfoliocare](http://amp.com.au/portfoliocare) to download a copy of the following documents. Alternatively, a printed copy can be obtained free of charge by contacting your financial adviser or the Customer Relations team on 1800 646 234.

### ***PortfolioCare* Investment Service Investment options document**

Provides a list of investment options available through *PortfolioCare* Investment Service. You can obtain the underlying investment option's PDS for free by:

- visiting [investoronline.info](http://investoronline.info)
- contacting the Customer Relations team on 1800 646 234
- visiting the fund manager's website.

### **Target Market Determination (TMD)**

Provides specific information regarding the target market for *PortfolioCare* Investment Service. For a copy of the Target Market Determination (TMD) visit [amp.com.au/portfoliocare](http://amp.com.au/portfoliocare) under the Investments documents & downloads page.

### **Changes to this document**

We may update information which is not materially adverse through our website on [investoronline.info](http://investoronline.info) and 1800 646 234.

You can print the PDS and any updated information from this website at anytime or obtain a free copy by contacting your financial adviser or the Customer Relations team on 1800 646 234.

If fees increase we will give you written notice at least 30 days before the change. For other changes, we will notify you as required by law.

## At a glance

General features		
Who can invest? <sup>(i)</sup>	<ul style="list-style-type: none"><li>— Anyone 18 years of age or above</li><li>— Companies</li><li>— Trusts</li><li>— Partnerships</li><li>— Self-managed super funds</li></ul>	
Minimum initial deposit	No minimum	
Minimum additional deposit	No minimum	
Managed funds minimum balance	None <sup>(ii)</sup>	
Minimum cash balance	1% to 2% of your total account value.	
Minimum withdrawal	No minimum	
Investment options	Choose from a range of managed funds	
Regular deposit plan	Minimum \$100 per deposit (monthly, quarterly, half-yearly or annually)	
Income distributions	Reinvested according to your investment profile or paid to your nominated bank account	
Auto-rebalancing	Available quarterly, half-yearly or annually	
Fees and other costs <sup>(iii)</sup>		
Contribution fee	None	
Exit fee	None	
Management fees and costs	Amount invested (\$)	Fee (% pa)
	First 100,000 <sup>(iv)</sup>	0.9580
	Next 150,000	0.3550
	Next 500,000	0.2110
	Next 750,000	0.1000
	Balance over 1,500,000	0.0000
Underlying fees and costs of investment options	These fees and costs apply to the investment options selected by you and your financial adviser. You can find an up-to-date list of the underlying investment option fees and costs reflecting the underlying investment option's PDS disclosure in the <b>investment options</b> document. For detailed information about the underlying fees and costs associated with any particular investment option you should refer to the underlying investment option's PDS.	
Switching fees	Nil	

## Client advice fees

<b>Adviser fee - Establishment</b>	You can agree the initial fee for advice on the establishment of your account with your financial adviser. It must be specified on your application. If no fee is specified, the fee will be nil.
<b>Adviser fee - Upfront</b>	You can agree the upfront fee that is to be paid to your financial adviser which will apply to the financial advice provided in relation to each managed investment buy. It can be between nil and 5.5% (including GST) and will apply to managed investment buys only. If no fee is specified, the fee will be nil.
<b>Ongoing adviser fee</b>	An ongoing adviser fee may also be paid to your financial adviser in addition to the administration fee which is payable to us on a monthly basis in arrears. The ongoing adviser fee amount is calculated on the basis agreed between you and your financial adviser.
<b>Non-ongoing adviser fee</b>	<p>You can agree with your financial adviser to pay:</p> <ul style="list-style-type: none"> <li>a An ad hoc/one-off dollar fee as agreed with your financial adviser, which is deducted from your cash account; and/or</li> <li>b A fixed term advice fee as agreed with your financial adviser, which is deducted from your cash account either as a lump sum upfront or in arrears (at the end of the fee arrangement term), or in instalments as a series of one-off advice fees.</li> </ul> <p>Subject to your account balance, the advice fee will be deducted from your cash account either:</p> <ul style="list-style-type: none"> <li>– At the time we receive your instructions (for upfront or in arrears advice fees)</li> <li>– Within the quarter specified on your advice fee client consent form (for fixed term advice fee instalments up to four times per annum).</li> </ul> <p>An ad hoc/one-off advice fee or a fixed term fee arrangement can only be charged once in any given month. We are also unable to process both advice fee types (ad hoc/one-off advice fee and a fixed term fee arrangement) in any given month.</p> <p>Both ad hoc/one-off and/or fixed term dollar fees will appear on your Transaction History in Investor Online as an 'Adviser Fee- One off'.</p>

## Keeping you up-to-date

<b>Electronic reporting</b>	Quarterly and/or annual PAYG statements
<b>Paper reporting</b>	<ul style="list-style-type: none"> <li>– Quarterly Investor Reports</li> <li>– Annual Tax Report and Tax Report Guide to help you complete your tax return</li> <li>– Tax invoices (available on request).</li> </ul>
<b>Investor Online</b>	You can access detailed information about your account online at <a href="http://investoronline.info">investoronline.info</a> – 24 hours a day, seven days a week.
<b>Additional reporting</b>	Your adviser has access to additional tailored reports and account information from our AdviserNET website. Speak to your adviser if you would like more information on your account.
<b>Customer Relations team</b>	<p>Telephone: 1800 646 234</p> <p>Email: <a href="mailto:portfoliocare.client.services@asgard.com.au">portfoliocare.client.services@asgard.com.au</a></p> <p>Address: PortfolioCare, PO Box 7229, PERTH CLOISTERS SQUARE, WA 6000</p>

- (i) We do not accept applications from Incorporated Associations or Unincorporated Associations, as these types of structures are not fully supported by our administration systems.
- (ii) A minimum administration fee of \$4.65 per month applies to accounts with a balance of less than \$5,817.
- (iii) All fees shown include GST and are net of any reduced input tax credit (RITC), unless otherwise stated. Refer to the **fees and other costs** section for further details of fees and costs that may apply.



# Welcome to *PortfolioCare* Investment Service

## Investment choice and expertise with flexibility

You can use *PortfolioCare* Investment Service to choose from a range of managed funds, benefiting from the expertise of a wide range of leading investment managers, including wholesale and boutique funds. For more information about the different managed funds available with *PortfolioCare* Investment Service, see the PDSs or other disclosure documents for each investment, available from your financial adviser.

For more information, see **managing your investments** section.

## Features to make investing easy

### Wholesale prices

*PortfolioCare* Investment Service gives you access to a range of wholesale managed funds typically not directly available to retail investors. These investments generally have lower investment fees than retail funds.

For a full explanation, see **fees and other costs** section.

### Auto-rebalancing

The *PortfolioCare* Investment Service account has an Auto-rebalancing facility that automatically maintains your investment profile each quarter, half-yearly or annually. This means you don't need to constantly monitor your investment or send us manual investment instructions.

This facility is only available if your financial adviser submits your account application or account amendment online using AdviserNET.

For more information, see **rebalancing your account** section.

## BPAY

You can make deposits into your *PortfolioCare* Investment Service Account quickly and easily.

When you pay by BPAY®, we'll invest your money in line with your standing instructions. Alternatively, you can submit a deposit instruction online, through your financial adviser.

### Regular deposit plan

You can set up a regular deposit plan for managed funds, giving you a disciplined approach which may help you reach your investment goals sooner. You choose how much you want to invest into one or more managed funds, whether you want to invest monthly, quarterly, half-yearly or annually and for how long.

See **using a regular deposit plan** section for details.

### Regular withdrawals

If you would like to receive a regular income stream from your investment, you can withdraw a specified amount from your account each month or quarter. You can also choose to have income distributions from your investments paid to you each month.

See **making withdrawals** section.

### Consolidated reporting for all your investments

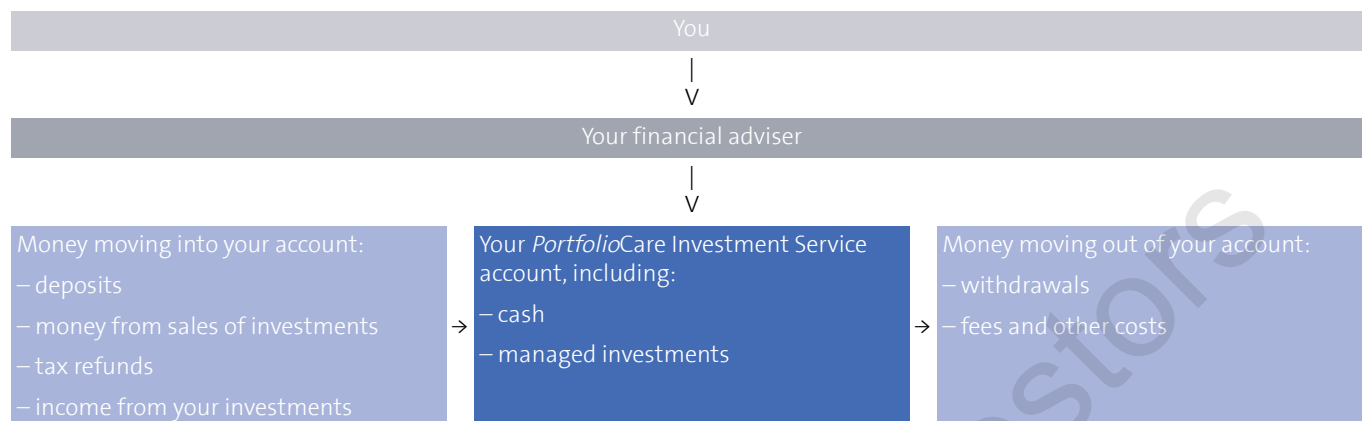
The *PortfolioCare* Investment Service account consolidates all transaction reporting from various investment managers – giving you and your financial adviser continuous, online access to account information. See **keeping you up to date** section for details.

® BPAY is a registered trademark of BPAY Pty Ltd ABN 69 079 137 518.

## How PortfolioCare Investment service works

With an extensive menu of managed funds to choose from, your *PortfolioCare* Investment Service account makes it easy to manage your investments.

### How it works – at a glance



### Your financial adviser

To open a *PortfolioCare* Investment Service account, you need a financial adviser. Your financial adviser will help you set up and manage your *PortfolioCare* Investment Service account, bringing your strategy to life.

Your financial adviser has access to up-to-date information and can give you further details on the underlying investments available through your account. They can also help you to:

- maximise your investments, making the most of strategies available to you
- invest tax-effectively
- determine the right investment mix to make your money work harder for you
- select the investments and products most suitable for your needs and personal circumstances.

Your financial adviser buys and sells units in managed funds on your behalf. You cannot trade directly on your account. For information on the level of authority you may give to your financial adviser, see **setting your adviser's level of authority** section. If you wish to change your financial adviser, you must tell us.

### If you no longer have a financial adviser

If you no longer have an advisor to assist you in managing your account, you may be adversely impacted. Please read the below information for further details.

You must inform us if you are no longer retaining the services of a financial adviser to assist you in managing your account. Your adviser may also inform us that they are no longer providing services to you. If this occurs:

- you may remain invested in *PortfolioCare* Investment Service and you may continue to provide us with instructions relating to your account and the investments held for you
- you will be treated in accordance with the NMMT Limited - Non-Advised Clients policy, which is available at no additional cost to you, from [amp.com.au/corporatepolicies](http://amp.com.au/corporatepolicies), and
- we will remove your financial adviser's access to your account.

You are able to provide investment instructions relating to managed investments and term deposits, but only where you complete and lodge a form with us (the form is available through our Customer Relations team or Investor *Online*). Transactions you can submit include:

- automatically invest excess cash
- automatically rebalance your account
- regular buy
- regular sell
- regular deposit/direct debit plan
- regular withdrawal plan, and
- reinvestment of income distributions.

A form will need to be completed each time you want to make one of the these transactions.

To utilise the 'tax management' feature described in the **tax features** section in this document you will need to contact the Customer Relations team. The tax management feature allows you the ability to manage your capital gains tax position with respect to selling managed investments and listed securities held through your account.

We strongly encourage you to have a financial adviser attached to your account at all times, to ensure that your financial strategy is being maintained and that you have access to all the features and functionalities offered through *PortfolioCare* Investment Service.

### Setting your adviser's level of authority

You decide how much authority your financial adviser has to send us instructions for your *PortfolioCare* Investment Service account.

You may choose to give your adviser a limited authority to operate. This allows your financial adviser to electronically send us instructions to buy and sell managed funds on your behalf, using AdviserNET.

The limited authority to operate applies not only to this account, but to any other accounts you hold with us (in the same name and with the same account number).

If you change your financial adviser or cancel your financial adviser's limited authority to operate, you must tell us immediately. If you change your financial adviser and do not inform us, we will continue to act on your existing authority to operate.

Closed to new investors

## Getting started

### Before you start

This PDS includes important information about *PortfolioCare* Investment Service. Please read it carefully and seek advice from your financial adviser to decide if this product is right for you.

### Applying for *PortfolioCare* Investment Service

Your financial adviser will help you apply for *PortfolioCare* Investment Service. To open a *PortfolioCare* Investment Service account we'll need:

- a completed Application Booklet
- proof of your identity.

Your financial adviser can submit your application electronically on AdviserNET, or help you complete the application form accompanying this PDS and send it to us.

### Proving your identity

To help us comply with the Anti-Money Laundering and Counter-Terrorism Financing Act, you'll need to provide identification information and verification documents before your account can be set up.

All applicants are required to certify their foreign tax residency status.

Your financial adviser can tell you which documents are needed. For more information see **Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) Act** section.

### Choosing your options

You start by setting up a personalised investment profile with the help of your financial adviser. Your investment profile lists your chosen managed funds and the proportion of your capital you'd like to invest in each fund. Then, when you're ready to invest, we'll allocate your money according to your profile. We also follow your profile if you choose to rebalance your account, helping to keep your asset allocation on track.

You can change your profile at any time, so you can update your asset mix quickly and easily in response to market movements and your changing needs. We don't charge separate transaction costs for buying, selling or switching between managed funds, no matter how often you switch – so you can spend more of your money on reaching your investment goals and less on fees.

As part of the application process, your financial adviser will also work with you to:

- decide on the level of authority they'll have to operate your account
- agree on the fees they'll receive for opening and servicing your account.

### Confirming that your new account is open

When we receive your application and set up your account, we'll send you:

- a Welcome Letter confirming your account details
- a Personal Identification Number (PIN) to access Investor *Online*. To keep your PIN safe, we'll send it separately to your Welcome Letter.

Once there are sufficient cleared funds in your cash balance, we'll purchase investments for you in line with your investment profile. We'll also deduct any fees that are due.

## Managing your investments

With *PortfolioCare* Investment Service you can invest in a diversified range of managed funds not generally available to retail investors. Simply pay money into your cash balance, and we will do the rest – automatically buying investments in line with your agreed investment strategy.

It's simple to make payments, and you can withdraw at any time or enjoy the convenience of regular income from a regular withdrawal. Your financial adviser can help you set up your *PortfolioCare* Investment Service account to suit your needs.

To find out more about your investment choices, see the Investment Options document.

### Your cash balance

When you make a deposit to your *PortfolioCare* Investment Service account, we credit it to your cash balance, which is held in an interest-bearing account with St. George and/or Westpac.

All your investment purchases are funded from your cash balance, together with any fees and costs (including taxes and government charges).

If you sell investments or receive distributions or other payments, the proceeds will be credited to your cash balance.

You can monitor your cash balance by regularly checking the details of your account on *Investor Online*.

### Making payments to your account

You can deposit money to your cash balance using:

- BPAY®
- direct debit
- cheque.

You can view a record of your deposits on the Transaction Details screen on *Investor Online*.

When we receive a payment, we'll take out any fees that apply, then invest amounts above the minimum cash balance in line with the investment profile you set up with your financial adviser. Alternatively, you can submit an investment instruction for that deposit online, through your financial adviser.

### Making payments with BPAY

BPAY is a quick, easy and secure payment facility that lets you directly transfer funds to your *PortfolioCare* Investment Service account electronically using your phone or internet banking service. All you need is:

- your reference number (generated when your account is opened)
- your biller code which is 68452.

When you pay by BPAY, we'll invest your money in line with your standing instructions. Alternatively, you can submit a deposit instruction online, through your financial adviser.

By using a biller code to make a BPAY deposit, you acknowledge that you have received Product Disclosure Statements (PDSs) for the managed funds and cash products in your *PortfolioCare* Investment Service and agree to receive PDSs (including information about significant events or matters affecting them) electronically on *Investor Online*.

For more information about BPAY refer to the BPAY flyer on *Investor Online*.

### Using a regular deposit plan

Your financial adviser can help you set up regular payments to your account by direct debit from another bank account.

When you set up your regular deposit plan, you choose:

- how much you want to invest
- the frequency of your deposits (monthly, quarterly, half-yearly or annually), and
- the duration of your plan.

You can change or cancel your regular payments at any time by contacting your financial adviser.

When you set up your regular deposit plan, you acknowledge and agree that we will continue your regular payments until you instruct us otherwise. This means future investments will be made even though you may not have received the latest PDS for that investment, or information about material changes or significant events that may affect that investment. This includes information that the responsible entity of the investment is required to give a person who acquired an interest in the managed fund directly, unless exceptions apply.

Where funds aren't available for your regular payments and we've bought managed funds on your behalf, we'll reverse these transactions within a reasonable amount of time. This may result in further buy/sells and market movements that may negatively affect your account balance. We will not be held liable for transactions that occur in these instances.

Download the latest version of your investment option's PDS from *Investor Online*.

### **Maintaining a minimum cash balance**

To cover your ongoing fee payments and other costs, you need to maintain a minimum cash balance. The minimum is set at between 1% and 2% of your total account balance.

If your balance falls below the minimum, we'll automatically sell managed funds using the Priority Sell or Default Sell Method (see below) to restore your cash balance to the required amount.

#### **Priority Sell Method**

You can give us a standing Priority Sell instruction on your managed funds, specifying the order you want your managed funds to be sold to top up your cash balance.

#### **Default Sell Method**

If you haven't set up a Priority Sell instruction or if the net value of the managed funds you nominated under the Priority Sell instruction is insufficient, we'll use the Default Sell Method.

We'll try to sell your managed funds in proportion to their estimated current value, subject to price and market changes that may occur during the selling process.

### **Negative cash balance**

If your cash balance falls below zero at any time, we'll charge interest on the negative balance at the same rate as we pay interest on positive cash balances.

Your cash balance could become negative due to fees, taxes and withdrawals. Switching between investment options could also cause your balance to fall. For that reason, it's important for you or your adviser to regularly check your cash balance online.

### **Putting your cash to work**

Normally, when your cash balance is \$100 or more than the minimum, we'll invest the extra money in managed funds according to your investment instructions.

However, you can choose to hold a higher cash balance, either as a specified dollar value or a percentage of your account balance. Your financial adviser must send us any change in your instructions through AdviserNET.

Please note that even if you ask us not to invest your excess cash, auto-rebalancing and profile modelling instructions will return your cash balance to the specified amount.

### **Making withdrawals**

You can withdraw funds from your cash balance at any time, provided you have the funds to cover the withdrawal.

If you make a withdrawal, we'll take the money first from your cash balance, then from selling managed funds.

See Priority Sell Method or Default Sell Method on page 10 for details.

The price you receive on a managed fund will depend on when the investment manager receives and processes your request.

Selling your investments generally takes 7–10 business days, however timeframes may vary depending on the time taken by external fund managers to complete processing of sale transactions. They can also be affected by withdrawal restrictions on your investment option. To find out which investment options have withdrawal restrictions, see Investment Options document.

A withdrawal may also be delayed if a buy or sell has not been confirmed. Refer to the underlying fund manager's disclosure documents for further information relating to withdrawal conditions associated with the underlying investment options.

Any withdrawal rights that may be available may also be affected where you invest through *PortfolioCare* Investment Service rather than investing directly and a redemption is offered on a scaled-back basis, for example, where the investment is 'illiquid'. As your investments may be pooled with other investors, the amount distributed to you may be a pro-rata distribution shared with other investors. This may result in you receiving a lesser amount where your investment through *PortfolioCare* Investment Service is pooled with that of other *PortfolioCare* Investment Service investors.

## Types of withdrawals

Here are the different withdrawals you can make:

Type of withdrawal	When?	How?
One-off	Any time	Complete a payment request
Regular	Monthly Quarterly (end of March, June, September and December)	Complete the regular withdrawals section of the application or account amendment
Income distribution	Monthly	Complete the income distribution withdrawals section of the application or account amendment.

You can view a record of all your withdrawals on the Transaction Details screen on Investor *Online*.

### One-off withdrawals

To make a one-off withdrawal, simply submit a payment request.

- If you can fund a withdrawal from your cash balance, we'll try to pay you within five working days of receiving your payment request.
- If we have to sell any managed funds we'll try to pay you within five working days of receiving the sale proceeds.

### Regular withdrawals

Because we don't charge an exit fee, you can use regular withdrawals and income distributions to provide an affordable income stream. You choose the amount you want to receive and we'll pay it into your bank account either monthly or quarterly.

We fund regular withdrawals first from your cash balance, then from selling your managed funds, using either the Priority Sell or Default Sell method (see **maintaining a minimum cash balance** section for details).

## Your managed funds

With *PortfolioCare* Investment Service you'll have access to range managed funds to choose from, often at wholesale prices. With the help of your financial adviser, you choose your managed funds and the percentage to be allocated to each one. This is known as your investment profile.

For more information about the managed funds you can choose from and how to set up your investment profile, see the Investment Options document or speak to your financial adviser.

Before you invest in any managed fund, you must receive a PDS for it. You can get a copy from your financial adviser or from Investor *Online*.

We do not consider or take labour standards, environmental, social or ethical considerations into account in making available the underlying investments. You can find out more about each option's investment policies by reading the PDS or other disclosure documents for that investment.

## Changes to managed funds

It's important to note that the PDS for your selected investments may change, and there may be material changes to your investments that we're required to tell you about before you invest.

However, if you have selected BPAY or a regular deposit plan you won't receive this information automatically, as we don't issue a new PDS every time we add to your investment. So by choosing these account features, you acknowledge that you won't receive an updated PDS or other disclosure document from us. This information will be available on request, or by download from Investor *Online* at any time.

Download the latest version of your investment option's PDS from Investor *Online* free of charge.

### Changing your investments

You can change your investment profile or switch from one managed fund to another at any time. You can also ask us to rebalance your account to the proportions set out in your investment profile – either regularly or at your request.

Before you decide to rebalance, change your investment profile or switch managed funds, you must also receive a copy of the PDS or other disclosure document for any new underlying managed funds. This information is available from Investor *Online* or from your financial adviser.

Remember, switching, rebalancing and changing your investment profile will result in the sale of some or all of your investment options. This may result in capital gain or loss which can affect the tax you need to pay on your account.

While there are no fees for switching or changing your investments, you may incur transaction costs known as buy/sell costs. See **buy/sell costs** section for details.

You should always talk to your financial adviser before making any decision about your investment choices.

### Changing your investment profile

You can change your investment profile by completing the form in the Investment Options document and returning it to us. Your financial adviser can also complete this form online using AdviserNET.

We'll buy and sell managed funds according to your new instructions, so that your current holdings are rebalanced to match your new investment profile. We'll also invest any additional funds deposited to your account according to your new investment profile.

### Switching

You can switch between investment options at any time. Buy and sell instructions can be submitted on the same day, however please note that if there is insufficient cash in your cash balance to cover the purchase we will wait for the proceeds from the sell instruction, or another deposit amount, to be received before we submit the buy. The entire purchase amount will need to be available in your cash balance before we act on the buy instruction.

Buying and selling on the same day significantly reduces the time taken to complete your switch and gives you greater exposure to investment markets. You should note that some managed funds may take an extended timeframe to pay sale proceeds. Refer to underlying fund managers' disclosure documents for further information relating to withdrawal timeframes.

If you nominate to sell part of your holdings in any managed fund (via a partial withdrawal request or as part of a regular sell instruction), and the sale amount exceeds 95% of the current asset value, a full sale of the asset will be performed.

### **Rebalancing your account**

At any time you can ask us to rebalance your portfolio, buying and selling investments to ensure that the proportion invested in each holding matches your original profile. Your adviser can do this for you through AdviserNET.

You can also set up your account to regularly rebalance your portfolio. If you choose this option, your account will be rebalanced:

- quarterly (between 15 and 24 February, May, August and November)
- half-yearly (between 15 and 24 February and August), or
- annually (between 15 and 24 August).

Rebalancing only applies to your cash balance and managed funds. Assets with sales restrictions, such as existing fixed term products and closed products will not be rebalanced.

### **Selling managed funds**

The minimum sell amount is \$100 for each managed fund. If the sell amount is 95% or more of the value of your entire holding in a managed fund, we'll sell your entire holding in that managed fund.

Your financial adviser submits sell instructions on AdviserNET. The time it takes for an investment manager to process a sell instruction for a managed fund can vary. Generally, sales are processed within seven business days unless suspended for any reason. Read the PDS for the investment you are selling for details of any withdrawal restrictions. When we receive the proceeds from the investment manager, we'll credit those funds to your cash balance.

If you instruct us to sell a managed fund and there's a pending transaction in place (such as a previous purchase or sale request), we won't place the investment instruction with the investment manager until the pending transaction has cleared.

### **Income distributions and earnings**

Distributions are automatically paid to your account as cash. Once their value exceeds \$100 they will be reinvested in line with your investment profile, unless you have instructed us to pay them to your nominated bank account.

Earnings from your managed funds will be in the form of capital growth and income distributions.

Unrealised capital gains (and losses) are shown in your account as changes in the value of your investments.

### **How distributions affect your account**

Investment managers generally make a distribution of fund income to investors after the end of the 31 December, 31 March and 30 September quarters. After the end of the financial year (30 June), you will generally receive a distribution of both fund income and capital gains.

However, before you receive your distribution, you may notice a drop in the value of your managed funds. The size of the drop is generally related to the size of the distribution – once we have received the distribution from the investment managers and passed it on to you, your account balance will generally return to a similar level (provided there have been no significant changes in asset values in the meantime).



### Information from investment managers

Managed funds are held in Asgard's name as custodian for you.

You retain beneficial ownership of the investments you buy, but because you are not the legal owner, you won't be able to exercise any unit holder rights, such as the right to attend meetings, the right to vote and the right to participate in any corporate actions.

In addition, you also won't receive communications such as newsletters and investment reports that would be sent to you if you held these managed funds directly. If you would like to receive copies of these documents, you can request them by writing to us.

### Eligible investment selection process

The investment menu offers access to a range of investment options – refer to the **PortfolioCare Investment Service investment options** document for available options.

The investment options are subject to ongoing monitoring and review. This is performed against a number of investment, product and client related criteria as well as risk considerations. These are aimed at assessing the ongoing suitability of the option for clients, and include but are not limited to factors relating to the fund manager (investment process, resourcing and support, implementation, and performance), and others specific to the investment options such as relative risk, costs and tax, market risk, liquidity risk, operational risk and credit risk.

All investment options are subject to the same review criteria, including investment options offered by related parties. From time to time, we'll add or remove investment options based upon the above investment, client and risk considerations. We recommend you consult your financial adviser before selecting the specific investment options for your investment strategy. NMMT is not responsible for the performance of underlying investment options.

For more information on the investment options available, refer to the **PortfolioCare Investment Service investment options** document on [amp.com.au/portfoliocare](http://amp.com.au/portfoliocare) or contact the Customer Relations team on 1800 646 234.

### Removing or closing investment options

We may, from time to time, redeem or close certain investment options where the underlying investment is either terminating or being closed by the fund manager. We may also decide to redeem (terminate) or close certain investment options as part of our ongoing review and due diligence (refer to the **eligible investment selection process** section).

Where this occurs, we will normally provide you with at least 30 days' prior notice. Prior to receiving any new instructions for terminated investments, we will invest the proceeds of the redemptions in your cash account. Where we cannot provide you with at least 30 days' prior notice (due to circumstances outside of our control or in circumstances where we believe that there is immediate investment risk), we will provide you with notice as soon as practicable.

# The risk of investing

Here is an overview of significant risks you may face.

## Liquidity risk

Liquidity risk is the risk that your investment cannot be bought, sold, cashed, transferred or rolled over as quickly as you might wish. Investment transactions, withdrawals, rollovers and transfers from your account are normally processed within 30 days of us receiving all the necessary information. Some investments, referred to as illiquid assets, require a longer period to be redeemed. This longer redemption period is imposed by the underlying investment manager because some or all of the assets within the investment are illiquid. Account fees will continue to be charged while invested in illiquid investment options.

## Investment risk

An investment in *PortfolioCare* Investment Service is subject to investment risk, including possible delays in repayment and loss of income and capital invested. This risk can include market risk, company risk, currency risk, interest rate risk and inflation risk.

We don't guarantee either the performance of any investment or asset acquired through *PortfolioCare* Investment Service, or the repayment of any capital.

## Investment manager risk

Investment manager risk is the risk that a particular investment manager will under-perform its stated objectives, peers or benchmarks. The performance of your managed funds is partly dependent on the performance of the investment managers, who may not achieve their investment objective. Changes in staff within the investment management team may also affect performance.

The degree of success of an investment manager's strategies and methodologies can vary according to economic and other conditions. We reserve the right to change investment managers, change the investment options offered by them, introduce new investment options or cease to offer investment options. In some cases this may mean that your investments may have to be sold. If this occurs, there is a risk that you may incur losses (including taxes and transaction costs), or miss out on potential gains.

## Target Market Determination

The Target Market Determination (TMD) sets out the class of consumers for whom the product, including its key attributes, would likely be consistent with their likely objectives, financial situation and needs. In addition, the TMD outlines the triggers to review the target market and certain other information. The TMD for each investment (where applicable) is available on [amp.com.au/portfoliocare](http://amp.com.au/portfoliocare).

## Other risks

Other risks include:

- increases in fees
- changes in investment managers
- the performance of investment managers.

We are dependent on the accuracy and efficiency of our administration and computer systems. There is a risk that a failure in any of these systems will cause a delay in processing and reporting on your account. There is also risk that your rights may be affected by a change in the Constitution governing *PortfolioCare* Investment Service. You will be notified of any significant changes.

Delays in purchasing and selling underlying investments may occur if a transaction request does not provide sufficient details for us to act on the request. This can also occur if the correct signatures are not provided, or where instructions are illegible or incomplete. Delays in purchasing and selling investments may also occur where the transaction does not meet the minimum investment or withdrawal requirements for the investments.

## Choosing an investment strategy

Your investment strategy will be highly dependent on your attitude towards risk – the possibility that the investment will not return its original capital or expected income and that the level of return will be volatile during a given time period.

Investments with a low-risk profile will usually provide lower, though more consistent, returns than those with a higher risk profile. For example, investing cash into bank accounts is considered low risk and low return, while the share market has historically provided higher returns over the longer term with higher volatility.

## Diversification

Diversification is a basic strategy used to reduce some of the risks associated with investing. By spreading your investments across a number of assets, you are not reliant on the performance of, and are not exposed to the risks of, a single investment. Investing in only one or a few specific assets or direct securities can increase your risk.

## Seek professional advice

It is very important that you understand and are aware of the risks and mitigating strategies, such as diversification, that are available to you. For more information on what risks apply to investing speak to your financial adviser.

## Tax features

This section includes general information about the tax features of your *PortfolioCare* Investment Service account. For more information about your individual situation, talk to your financial adviser or accountant.

### Keeping you informed

To help you prepare your tax return, you or your financial adviser will receive an annual Tax Report and Tax Report Guide around September each year, along with quarterly or annual PAYG statements if you ask for them. You'll also have access to quarterly and annual PAYG information through *Investor Online*.

### What income is taxable?

Income from managed investments held through your *PortfolioCare* Investment Service account is taxed in the same way as if you held them in your own name – even for investments where we are the legal owner.

Generally, any income in your account, including imputation credits and foreign income tax offsets will be part of your assessable income. You may also be able to offset these credits against income tax payable for the year. Rules applying to imputation credits received through trust investments are complex, so talk to your tax adviser about them. If you don't qualify for franking credits, they won't be part of your assessable income.

### Capital gains tax and tax management

Any taxable capital gains from your investments will generally form part of your assessable income.

You can only offset capital losses against current year capital gains, or carry them forward to be offset against any future capital gains. Where a capital gains discount applies, capital losses must be offset against capital gains before any discount is applied.

In the consolidated Tax Report we provide you each year, we use a 'specific parcel selection' methodology in matching tax parcels to each sale during the year. We select parcels based on the type of investments you have and the nominations set up for you on AdviserNET.

Specific tax parcel selection may impact the amount of capital gain or loss you incur when selling investments. This is explained in more detail below.

### Tax reporting

Each year, we'll provide you a Tax Report. The Tax Report includes a Statement of Annual Taxation Summary and the supporting schedules. The Statement of Annual Taxation Summary makes it easier for you and your tax adviser to record the correct information on your tax return.

You can view your Tax Report on *Investor Online* by clicking on the link to Investor Reports.

### Tax Report

When we prepare your quarterly and annual PAYG information and annual Tax Report, we make some assumptions. For example, we assume you've applied for capital gains tax rollover. This may

mean the Tax Report or PAYG information doesn't accurately reflect your particular circumstances, so you may need to recalculate the amounts.

You can find more information about these assumptions in the Tax Report Guide.

### Tax Report Guide

The Tax Report Guide is designed to help you and your tax agent understand the Tax Report. It explains how to interpret your Tax Report and how to prepare a tax return.

The Tax Report Guide also includes information on foreign income, dividends, imputation credits, Australian TFN withholding tax, worked examples and much more.

You can view the Tax Report Guide on *Investor Online* by clicking on the link to Investor Reports.

## Fees and other costs

### DID YOU KNOW?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns. For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30-year period (for example, reduce it from \$100,000 to \$80,000).

You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs.

You may be able to negotiate to pay lower fees. Ask the fund or your financial adviser.

### TO FIND OUT MORE

If you would like to find out more, or see the impact of the fees based on your own circumstances, the **Australian Securities and Investments Commission (ASIC)** Moneysmart website ([www.moneysmart.gov.au](http://www.moneysmart.gov.au)) has a managed funds fee calculator to help you check out different fee options.

This section shows fees and other costs that you may be charged. These fees and costs may be deducted from your money, from the returns on your investment or from the assets in your account.

Taxes are set out in another part of this document.

You should read all the information about fees and costs because it is important to understand their impact on your investment.

The fees and costs for particular investment options offered through *PortfolioCare* Investment Service are set out in the underlying investment option's PDS or other disclosure document.

The total fees and costs you pay **will** include the fees and costs of *PortfolioCare* Investment Service (shown in the 'Fees and costs summary' below) as well as the underlying fees and costs of any investment option(s) you choose.

It is important that you understand the fees and costs of any investment options you choose and that those fees and costs are in addition to the fees we charge.

For detailed information about the underlying fees and costs associated with any particular investment option, refer to the underlying investment option's PDS.

## Fees and costs summary

PortfolioCare Investment Service			
Type of fee or cost	Amount		How and when paid
Ongoing annual fees and costs			
Management fees and costs	Amount invested (\$)	Fee (% pa)	The <b>administration fee</b> is deducted from your Cash Account at the start of each month and is calculated based on the balance of your account at the end of the previous month.  You will pay full fees in the month you open your account.  You may be eligible for a reduced administration fee using the family group linking fee reduction facility <sup>(ii)</sup> .  We will rebate the portion of the administration fee that relates to the amount held in the Cash Account (Fee Rebate) each month. You will receive the Fee Rebate if you have an open account at the time the Fee Rebate is processed by us. The Fee rebate will be paid to you at the beginning of every month after the administration fee is deducted.
The fees and costs for managing your investment <sup>(i)</sup>	First 100,000	0.9580	
These costs only relate to gaining access to the investment options available through PortfolioCare Investment Service. They do not include fees and costs related to investing in the investment options.	Next 150,000	0.3550	
	Next 500,000	0.2110	
	Next 750,000	0.1000	
	Over 1,500,000	0.0000	
For accounts with an account balance (excluding funds in your Cash Account) of less than \$5,817, a minimum administration fee of \$4.65 a month applies.			
Performance fees	Nil, however underlying performance fees may apply <sup>(iii)</sup> .		Not applicable
Amounts deducted from your investment in relation to the performance of the product			
Transaction costs	Nil		Not applicable
The costs incurred by the scheme when buying or selling assets			
Member activity related fees and costs (fees for services or when your money moves in or out of the product)			
Establishment fee	Nil		Not applicable
The fee to open your investment			
Contribution fee	Nil		Not applicable
The fee on each amount contributed to your investment			
Withdrawal fee	Nil		Not applicable
The fee on each amount you take out of your investment			
Exit fee	Nil		Not applicable
The fee to close your investment			
Switching fee <sup>(iv)</sup>	Nil		Not applicable
The fee for changing investment options			

(i) Underlying **management costs** may also apply. Refer to **underlying fees and costs for investment options** section for more information.

(ii) See **family group linking fee reduction** section for more details.

(iii) Refer to **underlying fees and costs of investment options** within the **additional explanation of fees and costs** section for more information.

(iv) While there are no fees associated with switching an underlying buy/sell cost may apply. See **underlying fees and costs for investment options** section.

## Example of annual fees and costs for a balanced investment option

This table gives an example of how the fees and costs in the Experts' Choice Balanced investment option for *PortfolioCare* Investment Service can affect your investment over a one-year period. You should use this table to compare this product with other investor directed portfolio services/similar managed investment schemes.

Example—Experts' Choice Balanced investment option		Balance of \$50,000 with a contribution of \$5,000 during the year
Contribution fees	Nil	For every additional \$5,000 you put in, you will be charged <b>\$0.00</b> .
Plus Management fees and costs <sup>(i)</sup>	0.9580%	<b>And</b> , for every \$50,000 you have in the Experts' Choice Balanced investment option, you will be charged or have deducted from your investment <b>\$479.00</b> each year.
Plus Performance fees	Nil	<b>And</b> , you will be charged or have deducted from your investment <b>\$0.00</b> in performance fees each year.
Plus Transaction costs	Nil	<b>And</b> , you will be charged or have deducted from your investment <b>\$0.00</b> in transaction costs.
<b>Equals</b> Cost of Experts' Choice Balanced investment option		If you had an investment of \$50,000 at the beginning of the year and you put in an additional \$5,000 during that year, you would be charged fees and costs of:  <b>\$479.00<sup>(ii)</sup></b>  <b>What it costs you will depend on the investment option you choose and the fees you negotiate.</b>

- (i) Management costs comprise the administration fee. This example assumes you hold an additional \$500 in your cash account for the entire year. As your account balance increases, the total administration fee you pay as a percentage of your account balance will decrease due to the tiered administration fee structure.
- (ii) Additional fees and costs may apply, including adviser fees as agreed with your financial adviser and underlying fees and costs for investment options. Refer to **example 1 – managed fund** within the **additional example of total fees and costs** section for further details. Establishment fee - \$0. You will not be charged exit fees if you make a withdrawal.

**Note:** The fees and costs we charge relate to *PortfolioCare* Investment Service and access to the underlying investment options only. They do not include the fees and costs that relate to investing in those underlying investment options. Additional fees and costs will be charged by the issuers of the underlying investments that you choose to invest in through *PortfolioCare* Investment Service. Refer to the PDSs or other disclosure documents of those underlying investment options for further information.

## Additional examples of total annual fees and costs

The following examples illustrate how the cumulative effect of the fees and costs of *PortfolioCare* Investment Service, as well as the underlying fees and costs of certain types of investment options, can affect your investment over a one-year period, and how they can vary depending on the investment options you select.

The actual fees and costs that you will be charged will depend on your total account value, the investment options you choose and the transactions you carry out.

### Example 1 – Managed fund

Example—Experts' Choice Balanced investment option		Balance of \$50,000 with a contribution of \$5,000 during the year
Contribution fees	Nil	For every additional \$5,000 you put in, you will be charged <b>\$0.00</b> .
Plus Management fees and costs <sup>(i)</sup>	1.9780%	<b>And</b> , for every \$50,000 you have in the Experts' Choice Balanced investment option, you will be charged or have deducted from your investment <b>\$989.00</b> each year.
Plus Performance fees	0.11%	<b>And</b> , you will be charged or have deducted from your investment <b>\$55.00</b> in performance fees each year.
Plus Transaction costs	0.16%	<b>And</b> , you will be charged or have deducted from your investment <b>\$80.00</b> in transaction costs.
<b>Equals</b> Cost of Experts' Choice Balanced investment option		If you had an investment of \$50,000 at the beginning of the year and you put in an additional \$5,000 during that year, you would be charged fees and costs of:  <b>\$1,124.00<sup>(ii)</sup></b>  <b>What it costs you will depend on the investment option you choose and the fees you negotiate.</b>

- (i) This example assumes you hold an additional \$500 in your cash account for the entire year. This amount does not include the administration fee on the contribution of \$5,000 during the year which would equal an additional \$55.93 if invested at the beginning of the year. As your account balance increases, the total administration fee you pay as a percentage of your account balance will decrease due to the tiered administration fee structure. This amount comprises estimates of underlying management costs for the Experts' Choice Balanced investment option based on the last financial year. It does not include underlying management costs on the contribution of \$5,000 during the year which would equal an additional \$50 if invested at the beginning of the year. The dollar amount of investment fees and costs in the example is calculated as the sum of:
- the Management fees and costs for *PortfolioCare* Service of 0.9580% multiplied by the balance of \$50,000; PLUS
  - the Management fees and costs for Expert's Choice Balanced Fund of 1.02% multiplied by the account balance of \$50,000; plus
  - Performance fees and costs of 0.11% multiplied by the account balance of \$50,000; PLUS
  - Transaction costs of 0.16% multiplied by the account balance of \$50,000.
- (ii) Additional fees and costs may apply, including adviser fees as agreed with your financial adviser. **And**, a buy cost of 0.16% applies whenever you invest in the Experts' Choice Balanced investment option (this will equal \$8 for every

\$5,000 you invest). **And** a sell cost of 0.19% applies whenever you withdraw from the Experts' Choice Balanced investment option (this will equal \$9.50 for every \$5,000 you withdraw).

## Example 2 – Term deposit

Example—St George Term Deposit		Balance of \$50,000 with a contribution of \$5,000 during the year
Contribution fees	Nil	For every additional \$5,000 you put in, you will be charged <b>\$0.00</b> .
<b>Plus</b> Management fees and costs <sup>(i)</sup>	0.9580%	<b>And</b> , for every \$50,000 you have in the St George Term Deposit, you will be charged or have deducted from your investment <b>\$479.00</b> each year.
<b>Plus</b> Performance fees	Nil	<b>And</b> , you will be charged or have deducted from your investment <b>\$0.00</b> in performance fees each year.
<b>Plus</b> Transaction costs	Nil	<b>And</b> , you will be charged or have deducted from your investment <b>\$0.00</b> in transaction costs.
<b>Equals</b> Cost of St George Term Deposit		<p>If you had an investment of \$50,000 at the beginning of the year and you put in an additional \$5,000 during that year, you would be charged fees and costs of:</p> <p style="text-align: right;"><b>\$479.00<sup>(ii)</sup></b></p> <p><b>What it costs you will depend on the investment option you choose and the fees you negotiate.</b></p>

- (i) This amount does not include the administration fee on the contribution of \$5,000 during the year which would equal an additional \$55.93 if invested at the beginning of the year.

This example assumes you hold an additional \$500 in your cash account for the entire year. As your account balance increases, the total administration fee you pay as a percentage of your account balance will decrease due to the tiered administration fee structure. There are no underlying fees and costs for term deposits.

- (ii) Additional fees and costs may apply, including adviser fees as agreed with your financial adviser. Buy/sell costs do not apply to term deposits.



## Cost of product information

### Cost of product for one year

The cost of product gives a summary calculation about how ongoing annual fees and costs can affect your investment over a one-year period for all investment options. It is calculated in the manner shown in the Example of annual fees and costs.

The cost of product assumes a balance of \$50,000 at the beginning of the year with a contribution of \$5,000 during the year. (Additional fees such as an establishment fee or an exit fee may apply: refer to the Fees and costs summary for the relevant option.)

You should use this figure to help compare this product with other products offered by managed investment schemes.

Investment option	Cost of product (\$)
PortfolioCare Investment Service	479.00

The above figures also assume a \$500 balance in your platform cash account. Refer to the **fees and costs summary** section in this document for further information.

The cost of product information shown in this section relates only to the fees charged by the platform, in relation to the platform and access to the underlying investment options, and does not include the fees and costs that relate to investing in the underlying investment options.

Additional fees and costs will be charged by the issuers of the underlying investment options that you decide to invest in. These costs are set out in the product disclosure statement or other disclosure document(s) for the relevant underlying investment options.

The cost of product information shown for an investment menu applies to all underlying investment options accessed through that menu in *PortfolioCare Investment Service*.

## Additional explanation of fees and costs

### Management fees and costs

#### Adviser remuneration

The fees paid to your financial adviser are agreed to between you and your financial adviser and will be an additional cost to your account.

Before we pay any fees to your adviser, we will need to receive consent from you including information about the advice services you are entitled to receive under the fee agreement and the fee amount.

You will need to provide your written consent annually. You can withdraw your consent at anytime and no fees will be paid after we have received this.

#### Non-ongoing adviser fees

Your financial adviser may be paid:

- An ad hoc/one-off flat dollar fee as agreed with your financial adviser, which is deducted from your cash account; and/or
- A fixed term advice fee as agreed with your financial adviser, which is deducted from your cash account either as a lump sum upfront or in arrears, or in instalments as a series of one-off advice fees.

Subject to your account balance, the advice fee will be deducted from your cash account either:

- At the time we receive your instructions (for upfront or in arrears advice fees)
- Within the quarter specified on your advice fee client consent form (for fixed term advice fee instalments up to four times per annum).

An ad hoc/one-off advice fee or a fixed term fee arrangement can only be charged once in any given month. We are also unable to process both advice fee types (ad hoc/one-off advice fee and a fixed term fee arrangement) in any given month. It is deducted from your Cash Account in arrears at the beginning of the month or, if applicable, at the time your account is closed. Unless you consent to an advice fee, it won't be charged.

#### Ongoing adviser fees

You can choose to pay your adviser either:

- a flat percentage of your total account balance each month, or
- a flat dollar amount each month, which can be increased annually in line with the CPI.

In addition, you can choose to combine the non-ongoing ad hoc/one-off flat dollar amount with an ongoing fee amount.

### Performance fees

There are no performance fees for *PortfolioCare Investment Service*. However underlying investment options may have performance fees. Please refer to the underlying investment options PDS for further information.

### Other fees and costs

#### Underlying fees and costs for investment options

The fees and costs of any investment options selected by you and your financial adviser are in addition to the fees we charge for accessing these investment options.



You can find an up-to-date list of the underlying investment option fees and costs reflecting the underlying investment option's PDS disclosure on Investor *Online* or in the **investment options** document.

For more detailed information about fees and costs of a particular investment option, refer to the underlying investment option's PDS.

Visit [investoronline.info](http://investoronline.info) or call the Customer Relations team on 1800 646 234 or your financial adviser to obtain up-to-date copies of the relevant PDS free of charge.

### **Additional fees and costs information**

#### **Administrator and custodian payments**

Asgard receives a fee for the services it provides as administrator and custodian of this product. These payments are not an additional cost to you.

#### **Changes to fees**

We can change the fees and charges in this PDS, including increasing fees or adding new fees. If we do this, we'll give you at least 30 days' written notice of the change.

We reserve the right to negotiate and agree on fees and other costs with investors who are wholesale clients (as defined in the Corporations Act 2001).

Investment fees may be varied at any time by an investment manager, without notice to you. You can find the current fees and costs for your investment options in the investment option's PDS.

Download the latest version of your investment option's PDS from Investor *Online*.

#### **Disclosure of fees, costs and benefits by your financial adviser**

Your financial adviser must disclose any benefits they receive from your investment, including all fees and costs that you have negotiated with them. Please see your financial adviser's financial services guide and/or Statement of Advice for further information on these benefits.

#### **Family group linking fee reduction**

Our family group linking facility recognises and rewards you for consolidating your investments with us. Through family group linking, you may be able to receive a reduced administration fee.

You can link up to four accounts in the *PortfolioCare* Investment Service and *PortfolioCare* Super/Pension Service. You can link your account with:

- other accounts that you hold
- accounts held by your immediate family (your spouse, parents, children, brother or sister)
- accounts that you or your immediate family members may have an interest in as beneficiary of a trust or member of a self-managed super fund
- accounts that you or your immediate family members hold as trustee or indirectly through a holding company.

Once accounts are linked, we calculate the administration fee on the total combined balance of the linked accounts.

We then proportionately allocate to each account the difference between the administration fee for the total combined balance, and the total of those fees for individual accounts as a reduction in those fees.

Therefore, the fee reduction for each linked account will vary depending on its balance, and the balances of all linked accounts. Linked accounts will still need to pay a minimum administration fee.

To participate in family group linking, you and any other eligible family members must read and complete an application available from your financial adviser, who must submit the application to us using AdviserNET.

#### **Fund manager payments**

Members of the AMP group may receive payments of up to 0.30% per annum (plus GST) from investment managers, for money that you invest in particular managed funds in *PortfolioCare* Investment Service. These payments, which may vary, are not an additional charge to you.

#### **Negative cash balance**

If your cash balance becomes negative at any time, we'll charge interest on the negative amount at the same rate as interest paid on positive cash balances. See **negative cash balance** section for more information.

#### **Service fee**

Asgard may receive a service fee of up to 1.1% pa from Westpac (including St. George) or other providers of the cash products you hold in your account. This fee is for:

- introducing your banking business
- performing client service activities
- transaction reporting.

This fee is calculated as a percentage of your daily cash balance. It is not an additional charge to you.

#### **Services we do not charge for**

There are some services that are currently free, but which may incur fees in the future:

- expense recovery
- privacy information requests.

#### **Taxation**

Unless otherwise stated, fees and other costs shown in this section are inclusive of GST, less reduced input tax credits or other input tax credits claimable.

For further information about the tax features of this product refer to **tax feature** section.

## Keeping you up to date

*PortfolioCare* Investment Service consolidates all the transaction reporting from all your investment managers, giving you and your financial adviser continuous, online access to account information. You can view your personal account details 24 hours a day, seven days a week through *Investor Online*. You can log on once you've received your account number and Personal Identification Number (PIN).

Each quarter, you'll receive a comprehensive Investor Report giving you a clear snapshot of all your investments in one easy-to-understand document.

Here's how we keep you up to date:

<b>Investor Online</b>	Access information on your account anywhere, anytime, at <a href="http://investoronline.info">investoronline.info</a> .  We'll send you your log on details when we open your account. Once you have received your PIN, log into Investor Online to view your account balance, investments held, asset allocation, transactions, investor notifications, details on regular withdrawals and insurance and relevant PDSs or other disclosure documents. You can also view your Investor Report, Tax Report and PAYG Statement.
<b>Investor Report</b>	You will receive an Investor Report quarterly, providing a clear picture of all your investments, including your opening and closing balance, transaction history, net earnings and investment performance.
<b>Annual Tax Report and Tax Report Guide</b>	Each year, we'll send a Tax Report and you can access the Tax Report Guide on <i>Investor Online</i> to help you complete your income tax return. We can also provide you with access to monthly tax invoices, and quarterly and annual PAYG statements on request.
<b>PAYG summary</b>	You can request a free quarterly or annual PAYG statement, or get one from <i>Investor Online</i> , if you receive a payment while less than 60 years of age.
<b>Annual Audit Report</b>	Once you have received your PIN, log into Investor Online to view your account balance, investments held, asset allocation, transactions, investor notifications, details on regular withdrawals and insurance and relevant PDSs or other disclosure documents. You can also view your Investor Report, Tax Report and PAYG Statement.

### Investor Online

*Investor Online* is our online investor service, providing secure access to a range of information about your account, 24 hours a day, seven days a week.

#### Using Investor Online

View account information anytime, anywhere	Manage your account in moments, including:
View detailed account and investment information, including: <ul style="list-style-type: none"><li>— your account balance and transaction history at any point in time</li><li>— a list and value of investments held at any point in time</li><li>— account activity and periodic reports</li><li>— tax and distribution information</li><li>— PDSs for your underlying investments</li><li>— notifications of material changes and significant events affecting your account</li><li>— notices of any changes to fees, including the introduction of new fees or increases to current fees or costs.</li></ul>	<ul style="list-style-type: none"><li>— changing your address, contact and email details</li><li>— changing your PIN</li><li>— adding your TFN</li><li>— downloading forms</li></ul>

### AdviserNET reports from your adviser

Through AdviserNET, our comprehensive online service for financial advisers, your adviser can keep you up to date with detailed information about your account.

## Electronic notifications, eStatements and online communications

### eStatements and online communication

You can view your correspondence, including reports, statements, account actions and most letters, in the one secure location on Investor *Online*.

You can make the choice to receive correspondence online when completing your application, by notifying your financial adviser, registering on Investor *Online* or calling us. As important information about your *PortfolioCare* Investment Service account may be sent to the email address you nominate in your application, it's important that you nominate a current and active email address and notify us immediately if the email address provided changes.

### Electronic notifications and updated information

We may provide you with all information required or permitted to be given to you under the relevant law, including transactional and periodical statements, ongoing disclosure and product disclosure statements and supplementary product disclosure statements (or the equivalent information) for underlying managed funds (Information):

- where it is or may become permissible under relevant law, via your financial adviser in writing or notice by email or other electronic communication (including by making it available online at Investor *Online*)
- directly:
  - by email (including emails containing a hypertext link)
  - by other electronic communication (including documents containing a hypertext link or by making it available online at Investor *Online*).
- if you're:
  - a new investor, by making an application to open a *PortfolioCare* Investment Service account, or
  - an existing investor, by giving an investment direction or switching request, using the regular deposit plan feature, or by you (or someone on your behalf) making further deposits on or after the date of this PDS, you agree that Information can be provided to you in any of these ways.

### When we send you documents

You agree we may give you documents and other communications by any of the methods specified below, including by sending them to any address for you, your financial adviser or your representative provided by you or that we reasonably believe is correct. In this case, those documents and other communications are taken to be given if:

- online, when available
- posted (including a letter containing a reference to a website where the relevant documents or other communications can be found), when they would be delivered in the ordinary course of post
- sent by fax, on production of a transmission report
- sent by email (including an email containing a hypertext link to one or more documents), one business day after the email is sent
- given personally, when received.

### eStatements and online communications

Where you elect to receive communications from us online via Investor *Online*, you agree:

- to receive the communications you have requested electronically by regularly accessing them using Investor *Online*
- that registration, access to, and delivery of eStatements and online communications via Investor *Online* are free
- either party of a joint account may register for eStatements and online communications via Investor *Online*
- to register or be registered and remain registered as a user of Investor *Online*
- that any communication given to you online by making it available to you to access via Investor *Online* will be taken to be delivery of the communication to you on the date that your nominated email address receives an email from us that the communication is available
- we will send an eStatement notification email to your nominated email address when a communication is available for you to access via Investor *Online*
- you have provided your nominated email address in your application, through your adviser or via Investor *Online* and you (or your adviser, on your behalf) are responsible for notifying us of any change to your nominated email address
- the nominated email address you have provided is your own
- to ensure we can deliver your eStatements, any change to your email address must be submitted before the effective end date of the upcoming report (eg 30 June)
- we'll automatically cancel your request for eStatements and online communications and switch you back to paper correspondence sent via mail if we're unable to successfully deliver emails to your nominated email address because it is not valid
- to resume eStatements after being switched back to paper, you will need to opt-in to online communications again and provide us with a valid email address
- you will be able to access such communications at any time while your account is open and you have access to Investor *Online*
- to keep your nominated email address current and active to continue to receive emails from us and to ensure your mailbox can receive email notifications from us (eg there must be sufficient storage space available in your inbox)

- to ensure your mailbox junk mail and spam filters allow emails to be received from us
- to tell us as soon as possible if you are unable to access your email, Investor *Online* or your eStatements for any reason
- to regularly check for delivery of your eStatements regardless of whether or not you have received an email notification
- to take reasonable and appropriate security measures in relation to your computer and email access
- you can download a copy of any such communication free of charge
- we will send you a free paper copy of any such communication, at your request
- we may give you any communication in any other method permitted by law
- you may cancel your request to receive online communications at any time, however, you acknowledge that it may take up to two days for us to process your cancellation request and recommence sending you paper communications via mail
- we may at any time vary, suspend or cancel your access to eStatements and online communications via Investor *Online*. If we do this, we will provide notice to your nominated email address as soon as is reasonably practicable and will resume sending you paper communications via mail
- we will notify you of any change to these terms and conditions either by email to your nominated email address, via Investor *Online* or by mail
- we are not responsible for any losses whatsoever (including consequential loss) arising from unauthorised access to your email account, your inability to access your email account or because we have had to cancel your access to eStatements and online communications and resume sending you paper communications via mail
- we are not responsible for any costs associated with updating, modifying or terminating your software
- or hardware to enable you to access eStatements or Investor *Online*.

### **Contacting us**

You can also call our Customer Relations team on 1800 646 234, or send an email to [portfoliocare.client.services@asgard.com.au](mailto:portfoliocare.client.services@asgard.com.au).

## Other things you need to know

### Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) Act

We are required to comply with the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (AML/CTF Act).

This means that, before we can accept you as an investor, we need to verify your identity. We may also need you to verify your identity as you undertake further transactions in relation to your investment.

We will need to identify:

- you as the investor(s) prior to accepting your application for *PortfolioCare* Investment Service. We cannot process transactions on your behalf until all relevant information has been received and your identity has been satisfactorily verified.
- your estate. In the event of your death while holding an account, we will need to identify and verify your legal personal representative prior to transferring the ownership or transacting on your account.
- anyone acting on your behalf. If you nominate a representative to act on your behalf, we will need to identify and verify the nominated representative prior to authorising them as an added signatory to your account.

In some circumstances, in accordance with the AML/CTF Act, we may need to re-verify your identity or require additional information from you. By applying to invest in *PortfolioCare* Investment Service, you acknowledge that we may delay or refuse any request or transaction at our discretion if we think it may breach our obligations, or cause us to commit or participate in an offence under the AML/CTF Act. If we do so, we will incur no liability to you.

All applicants are required to certify their foreign tax residency status.

You can find further information at [amp.com.au](http://amp.com.au).

### Your rights

Your rights as an investor through *PortfolioCare* Investment Service are governed by this PDS, the Constitution and the Corporations Act. The rights you have as an investor include the right to:

- withdraw your investment
- terminate your investment
- receive income entitlements, receive Investor Reports, and by inspect the Constitution.

As an investor through *PortfolioCare* Investment Service:

- you will have access to managed funds that are normally only available to investors with large amounts to invest
- assets will be held in custody for you, and we will provide consolidated reporting and collect income on your behalf, and
- investments you access (such as managed funds) do not have 'cooling-off' rights.

If you invest directly in managed funds you will receive reports, accounts and may be able to participate in distribution reinvestment plans. These options will not be available to investors who invest through *PortfolioCare* Investment Service.

NMMT has a voting policy in place regarding investments accessible through *PortfolioCare* Investment Service. A copy of this policy is available free of charge upon request or at any time from [amp.com.au/corporatepolicies](http://amp.com.au/corporatepolicies).

## Privacy collection statement

We will usually collect personal information directly from you, your financial adviser or anyone authorised by you.

The personal information we collect from you will be used to:

- establish and manage your account
- verify your identity or the identity of an authorised party on your account
- ensure compliance with all applicable regulatory or legal requirements
- perform any appropriate related functions
- manage and resolve complaints about the product, insurance or investment options, made to us directly by you or via your adviser.
- undertake market research and analysis for product and service improvement
- provide you with information about financial services provided by us, other members of the AMP group or by your financial adviser through direct marketing. If you do not want this please contact the Customer Relations team at [portfoliocare.client.services@asgard.com.au](mailto:portfoliocare.client.services@asgard.com.au) or on 1800 646 234 or unsubscribe at any time using the unsubscribe link within our marketing emails.

Your financial adviser will provide details to us if you are inside or outside of the *PortfolioCare* Investment Service target market determination or any applicable investment options, and if outside the reason why the acquisition is outside of target market.

Also, if you make a complaint to your financial adviser relating to the *PortfolioCare* Investment Service, investment options, or insurance, your financial adviser may provide details of the complaint to us. We may also provide information regarding the complaint to the external investment manager or insurer.

If you do not provide the required information, we will not be able to perform the activities above.

We are required or authorised to collect your personal information under various laws including those relating to treasury laws (Design and Distribution Obligations), taxation, and Anti-Money Laundering and Counter-Terrorism Financing laws.

We will only share your personal information:

- with other members of the AMP group and external service providers, including your financial adviser, that we need to deal with for the purposes described above
- as required or authorised by law or regulations with courts, tribunals or government agencies
- with persons or third parties authorised by you, or if required, authorised or permitted by law
- with your parent or guardian, if you are under age 18.

Some external service providers we need to deal with can be located or host data outside Australia. A list of countries where these providers may be located can be obtained via our privacy policy. We take all reasonable steps to ensure that any data shared with external service providers is shared securely to protect your information.

Where you provide us with the personal information of other individuals, it is your responsibility to:

- inform the other individuals that you have provided their personal information to us; and
- provide them with a copy of this Privacy Collection Statement.

Our privacy policy provides further information about how you can access or update your personal information or make a complaint about a breach or potential breach of our privacy obligations. You can view our privacy policy online at [amp.com.au/privacy](http://amp.com.au/privacy) or contact us on 1800 646 234 for a copy.

### **If you have an enquiry or complaint**

If you have an enquiry or wish to make a complaint you can contact us by phone, in writing (email or send us a letter) or via our website.

Call us on: 1800 646 234

Email us at: [portfoliocare.client.services@asgard.com.au](mailto:portfoliocare.client.services@asgard.com.au)

Write to us at:

PortfolioCare

PO Box 7229

PERTH CLOISTERS SQUARE WA 6000

We take complaints seriously and we are committed to resolving them as quickly as possible.

We will acknowledge receipt of your complaint within one (1) **business day** or as soon as we can.

If your complaint is resolved within five (5) business days we will not provide you with a written response, unless you request it.

If your complaint cannot be resolved within five (5) business days, we will provide you with:

- a name and contact information of the Customer Relations Team responsible for handling your complaint,
- regular updates on the progress of your complaint, and
- a specific date when the investigation into the complaint is likely to be resolved.

When we complete our investigation, we will contact you to discuss our decision and then provide you with a written response including the outcome of the investigation and the reasons for our decision. We will provide a final response to your complaint within 30 calendar days of receiving your complaint; however, in exceptional cases where there is no reasonable opportunity for us to respond within that timeframe because resolution of the complaint is particularly complex or because of circumstances beyond our control which cause complaint management delays, we will require more time to respond to your complaint. In such exceptional cases, before the 30 calendar day timeframe expires, we will provide you with a notice with:

- the reasons for the delay
- information about your right to complain to Australian Financial Complaints Authority (AFCA) if you are dissatisfied; and
- the contact details for AFCA.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers. The contact details for AFCA are:

#### **Australian Financial Complaints Authority**

GPO Box 3

Melbourne VIC 3001

Phone: 1800 931 678

Email: [info@afca.org.au](mailto:info@afca.org.au)

Website: [afca.org.au](http://afca.org.au)

There may be a time limit for referring your complaint to AFCA. You should contact AFCA or visit the AFCA website for more details.

### **Specific investment complaints**

Complaints regarding specific investments accessed through this service (such as managed funds) will need to be made to the underlying issuer of the investment. We will take reasonable steps to facilitate the resolution of any such dispute notified to us. Please contact us for further information on the dispute resolution process of any of the underlying issuers.

### **Financial advice complaints**

If your complaint relates to your financial adviser or financial product advice you received from your adviser, we recommend you discuss the issue with your financial adviser or your licensee or refer to the complaints section of your financial adviser's financial services guide.

### **Getting help to make a complaint**

If you need support or help to make a complaint you can ask an authorised representative, family member or friend to contact us on your behalf. We need your permission to speak with anyone else about your complaint, and this can be provided verbally or in writing. If you have a hearing or speech impairment you can use the National Relay Service as per the following:

- TTY (Text Telephone) users – phone **133 677** then ask to contact 1800 646 234
- Speak and Listen (speech to speech relay) users – phone **1300 555 727** then ask to contact 1800 646 234
- Internet relay users – visit the National Relay Service website  
[communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service](http://communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service)

The Translating and Interpreting Service (TIS National) provides interpreting services to people who do not speak English and to agencies and businesses that need to communicate with their non-English speaking clients. TIS National can be contacted on 131 450.



## Continuous reporting

As a disclosing entity under the Corporations Act, we're subject to regular reporting and disclosure obligations. You can obtain copies of documents lodged with the Australian Securities and Investments Commission (ASIC) at any ASIC office.

You may ask us for a copy of the most recent annual and half-yearly financial report lodged with ASIC and a copy of any continuous disclosure notice lodged since the dates of those reports. These copies are free of charge.

## Cooling-off period

A 14-day cooling-off period applies to your initial investment in *PortfolioCare* Investment Service. During this period, if you decide that this product does not meet your needs, you can simply tell us in writing and we'll refund your investment.

The amount we refund will be reduced or increased for market movements in your chosen investment options. We'll also deduct any tax or duty incurred and a reasonable amount for transaction and administration costs. As a result, the amount you get back may be less than your original investment.

If the underlying fund manager has imposed redemption restrictions on a selected investment option, there may be a delay in returning your funds to you.

The cooling-off period starts either when you receive confirmation of your membership or five days after your application is accepted, whichever is earlier.

## Closing your account

If you decide to close your *PortfolioCare* Investment Service account, you need to contact your financial adviser to arrange to redeem, sell or transfer all your managed funds. Before we close your account, we'll deduct any outstanding fees and other costs from your cash balance.

If we receive extra funds after you've closed your account, such as income distributions, we'll pay them to your:

- account containing your cash balance, if you have kept it open, or
- nominated account, if your account containing your cash balance was closed.

## Account instructions and fees upon death (Applicable to Personal accounts only)

Once we are notified of your death, all client advice fees deductions will cease and will be reversed back to the date of death.

Management fees and costs and other service fees will continue whilst your account remains open and are charged in accordance with this document.

Your investment assets will remain invested as per your investment instructions, until such time as alternative instructions are received from your legal personal representative.

Any existing investment instructions, regular transactions and financial adviser access may be cancelled upon notification of death.

## About the responsible entity

In accordance with the *Corporations Act 2001*, the Responsible Entity holds an Australian Financial Services Licence (AFSL). The Responsible Entity is managed by a board of directors who are collectively responsible for monitoring the management and

administration of *PortfolioCare* Investment Service for the benefit of all investors in accordance with the Constitution and relevant legislation.

We may use the services of related parties within the AMP group who may receive fees for the services provided. Some of the underlying investment options offered by *PortfolioCare* Investment Service are operated by members of the group. Investment research, custody and other services are also provided by members of the AMP group. We do not deal with service providers to *PortfolioCare* Investment Service who are our associates any more favourably than we would deal with any other independent service providers.

NMMT and the sub-custodian it appoints may use omnibus accounts to hold assets (that is, accounts in which assets ultimately held for your benefit are pooled together with assets that are referable to other investors).

We carry indemnity insurance which, among other things, provides cover against damages as a result of any administrative or regulatory proceeding or official investigation regarding any specified wrongful act of the Responsible Entity. Our indemnity insurance does not provide cover for any guarantee of an investor's capital value and/or investment performance in *PortfolioCare* Investment Service of the underlying assets. We do not in any way guarantee the capital value and/or investment performance of *PortfolioCare* Investment Service.

Where a managed investment is issued or managed by a company in the AMP Group, the same investment selection criteria applicable to managed investments issued or managed by unrelated parties applies. We also have policies that govern how we manage actual and perceived conflicts of interest that may arise and these policies apply to the managed investment selection process.

## About the constitution

The operation of your account is governed by a Constitution dated 5 December 1995, as amended.

The Constitution includes details about:

- our responsibility for the day-to-day management of your account and our other duties
- our absolute discretion to determine whether to accept applications
- our ability to refuse to make investments in certain circumstances
- the types of investments that may be held through your account and the procedures that apply to making investments
- the need for investor authorisation to invest in the investments of their choice
- the entitlement of investors to the net income from their chosen investments and the crediting of that income to their accounts
- deposits and withdrawals
- our right to reimbursement for all expenses, including the cost of audits, government duties, register maintenance, computer systems development and operation, printing and delivering accounts and various other disbursements
- calling meetings by us
- the termination of the *PortfolioCare* Investment Service account
- the amendment of the Constitution by us
- the maximum fees that we may charge
- the complaints procedure.



If you'd like a copy of the Constitution, please call the contact centre on 1800 646 234, who will provide you with a copy, free of charge.

Closed to new investors

## Investor declarations, conditions and authorities

By completing and signing the application you:

- agree to be bound by the provisions of the Constitution dated 5 December 1995, as amended from time to time constituting the account
- acknowledge that you have read and understood the *PortfolioCare* Investment Service PDS dated 30 September 2022 including the Investment Options document.
- authorise us to provide information about your account to your financial adviser
- authorise the use of the TFN information for your account
- acknowledge that neither we nor our holding companies and officers, nor the managers of the investments, their respective officers, holding companies, or the trustee of those investments, guarantee the capital invested by investors or the performance of the specific investments of the account
- acknowledge that the investment managers of the products named on the Investment Options document did not authorise or cause the issue of this PDS and therefore are not responsible for the extent of the disclosure in it
- Acknowledge that you have instructed your financial adviser to lodge investment and other instructions with us on your behalf electronically via AdviserNET (an online e-commerce facility), using the AdviserNET Online Transactions Facility (Online Transactions).

By instructing your financial adviser to do so, you agree to the following terms and conditions:

1. Despite anything else in this section, your adviser may have remedies under either the Australian Securities and Investments Commission Act 2001 or the Australian Consumer Law if the services provided to you in connection with the Online Transactions are not of the appropriate standard.
2. Except to the extent required by law or as set out in paragraph (1) above, we make no representations or warranties express or implied that Online Transactions is fault free or as to the continuity, functionality, reliability or efficiency of Online Transactions or the suitability of Online Transactions to you. You agree to your financial adviser lodging instructions in this manner at your own risk and solely in reliance on your own judgment and not upon any warranty or representation made by us.
3. Except to the extent required by law or as set out in paragraph (4) below, we will not be liable to you in contract, tort or otherwise (whether negligent or not) and you will not have any cause of action against or right to claim or recover from us for or concerning any loss or damage of any kind at all (including consequential loss or damage and including but not limited to loss of profits and business interruption) caused directly or arising indirectly out of:
  - a your financial adviser's use of Online Transactions or any part of it,
  - b any inaccuracy, defect, unintended inclusion, malfunction, default, error, omission, loss, delay or breakdown in Online Transactions,
  - c any suspension of Online Transactions or your financial adviser's access to Online Transactions,
  - d any delay in the lodgement of, or execution of instructions submitted electronically by your financial adviser due to systems faults, communication failures or any other circumstance outside our reasonable control relating to the use of or ability to operate Online Transactions,
  - e any delay in the execution of instructions arising from us following our standard procedures in the usual course of business including, without limitation, ensuring the instructions do not contravene any investment or other requirements,
  - f any breach of the AdviserNET Online Transactions Agreement by your financial adviser or any error or omission made by your financial adviser with respect to the use of Online Transactions, including, but not limited to, the completion of instructions and their submission and the order in which your financial adviser submits them,
  - g the order in which we process instructions submitted by your financial adviser,
  - h the processing of an instruction submitted by your financial adviser electronically using AdviserNET which contradicts an instruction lodged in paper format with us,
  - i any failure by your adviser or you to provide, update or correct any information about you displayed on AdviserNET, and as a result, any delay or error by us in processing, updating or correcting any information about you that is provided to us
  - j your financial adviser's failure to comply with reasonable instructions, documented practices relating to the electronic submission of instructions or training material provided by us from time to time,
  - k the execution of transactions by or involving third parties,
  - l Online Transactions not functioning in the manner contemplated by your financial adviser where the instruction is complex or your account is complex,
  - m our rejecting or returning an instruction submitted via Online Transactions and may at any time require your financial adviser to lodge the instructions in paper format,

- n any breach by your financial adviser of the *Corporations Act 2001*, or
  - o any other act, matter, thing or condition beyond our reasonable control relating to the use of or ability to operate Online Transactions, except where caused by our gross negligence, fraud or wilful misconduct.
4. Where liability may not be excluded at law (for example, as mentioned under paragraph (1) above, our liability is limited, in our discretion:
- a in the case of the supply of services - to the re-supply of those services or to payment of the cost of re-supplying those services.
  - b acknowledge that, although Asgard holds legal title to all of the investments within the account, you are beneficially entitled only to the assets held on your behalf.
  - c acknowledge that we retain the right to establish any procedures necessary to best manage the account.
  - d acknowledge that you have read and understood the important information on inside front cover.
  - e acknowledge that you have read and understood the privacy collection statement section and you consent to the collection, maintenance, use and disclosure of personal information according to the privacy policy. When you provide information about another individual, you declare that the individual has been made aware of that fact and the contents of the privacy policy. You also declare you have the authority of each principal, company officer or partner that you purport to represent.
  - f agree, if making payments by direct debit, to be bound by the terms and conditions of the Direct Debit Request Service Agreement.
  - g confirm that, for each managed fund you have selected you have received a PDS or other disclosure document (except where not required) that is current and is the latest available (as confirmed by your financial adviser).
  - h agree that we can alter the procedures, terms and conditions in this PDS by notice to you.
  - i confirm, if you provide an Australian Business Number (ABN) for your investments, that the investments are held on behalf of the business enterprise to which the ABN belongs.

Should you cease to receive ongoing financial advice you may remain invested in *PortfolioCare* Investment Service and you may continue to provide us with instructions relating to your account and the investments held for you. In this instance you will be treated in accordance with the NMMT Limited – Non-Advised Clients policy, which is available at no additional cost to you, from [amp.com.au/corporatepolicies](http://amp.com.au/corporatepolicies) or the Customer Relations team on 1800 646 234.

# Direct debit request service agreement

Asgard Capital Management Ltd ABN 92 009 279 592 ('we' or 'us'), User ID: 057509 Level 38, Central Park, 152 St George's Terrace, PERTH WA 6000.

You have entered or are about to enter into an arrangement under which you make payments to us. You want to make those payments by use of the direct debit system (DDS).

This agreement sets out the terms on which we accept and act under a direct debit request (DDR) you give us to debit amounts from your account under the DDS. It is additional to the arrangement under which you make payments to us.

Please ensure that you keep a copy of this agreement as it sets out certain rights you have against us and certain obligations you have to us due to giving us your DDR.

## When we are bound by this agreement

1. We agree to be bound by this agreement when we receive your DDR complete with the particulars we need to draw an amount under it.

## What we agree to and what we can do

2. We only draw money out of your account in accordance with the terms of your DDR.
3. We do not give you a statement of the amounts we draw under your DDR.
4. On giving you at least 14 days notice, we may: change our procedures in this agreement; change the terms of your DDR; or cancel your DDR.
5. You may ask us to: alter the terms of the DDR; defer a payment to be made under your DDR; stop a drawing under your DDR; or cancel your DDR by:
  - emailing [portfoliocare.client.services@asgard.com.au](mailto:portfoliocare.client.services@asgard.com.au); or
  - writing to the *PortfolioCare*, PO Box 7229, PERTH CLOISTERS SQUARE WA 6000.
6. You can dispute an amount we draw under your DDR by:
  - calling the Contact Centre on 1800 646 234;
  - emailing [portfoliocare.client.services@asgard.com.au](mailto:portfoliocare.client.services@asgard.com.au); or
  - writing to the *PortfolioCare*, PO Box 7229, PERTH CLOISTERS SQUARE WA 6000.
7. We deal with any disputes under Clause 6 of this agreement as follows. We and our bank review our respective records. If necessary we contact your financial institution to review its records. We advise you and your financial planner in writing within 2 to 4 weeks, depending on the nature and extent of the dispute, and the measures taken to resolve it.
8. If the day on which you must make any payments to us is not a business day, we will draw on your account under your DDR on the first business day following that day.
9. If your financial institution rejects any of our attempts to draw an amount in accordance with your DDR, we contact you and your financial planner in writing. After three consecutive rejections we advise you and your financial

planner in writing that you can no longer make payments by direct debit.

10. We will not disclose to any person any information you give us on your DDR, which is not generally available, unless: you dispute any amount we draw under your DDR and we need to disclose any information relating to your DDR or to any amount we draw under it to the financial institution at which your account is held or the financial institution which sponsors our use of the DDR or both of them; you consent to that disclosure; or we are required to disclose that information by law.

## What you should consider

11. Not all accounts held with a financial institution are available to be drawn on under the DDR.
12. Before you complete your DDR, it is best to check account details against a recent statement from your financial institution to ensure the details on your DDR are completed correctly.
13. If you are uncertain about when an amount we draw under your DDR on a day which is not a business day will be processed, please enquire with your financial institution.
14. It is your responsibility to ensure there are sufficient cleared funds available in your account by the due date on which we draw any amount under your DDR, to enable us to obtain payment in accordance with your DDR.
15. We request you to direct all requests to stop or cancel your DDR to us or your financial institution and all enquiries relating to any dispute under Clause 6 of this agreement to us or your financial institution.



**Administrator and custodian**  
**Asgard Capital Management Ltd**  
**ABN 92 009 279 592**  
**Australian Financial Services Licence 240695**  
**Responsible Entity**  
**NMMT Limited**  
**ABN 42 058 835 573**  
**Australian Financial Services Licence 234653**  
**Correspondence to**  
***PortfolioCare***  
**PO Box 7229**  
**PERTH CLOISTERS SQUARE WA 6000**  
**Contact centre**  
**Phone: 1800 646 234**